



GOVERNMENT OF TAMIL NADU
Tamil Nadu e-Governance Agency (TNeGA)
Request for Proposal for Selection of System Integrator for
the Design, Development, Implementation and Maintenance
of Web based services of Directorate of Industrial Safety
and Health

Technical Bid Document
Tender Ref No: TNeGA/OT/DISH/2022-2023

Tamil Nadu e-Governance Agency
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Website: www.tnega.tn.gov.in

Important Notice

This Tender (RFP) process is governed by The Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000 as amended from time to time. In case of any conflict between the terms and conditions in the tender document and the Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000, the Act and Rules shall prevail.

**RFP for Design, Development, Implementation and Maintenance of Web based services
for Directorate of Industrial Safety and Health, Tamil Nadu**

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Letter of Undertaking

To
Chief Executive Officer,
Tamil Nadu e-Governance Agency (TNNeGA),
807, P.T. Lee. Chengalvarayan Naicker Maaligai,
Anna Salai, Chennai - 600 002.

Sir,

Sub: Undertaking for participating in **Selection of System Integrator for the design, development, and implementation of Web based services for Directorate of Industrial Safety and Health - Reg.**

Ref: Tender Ref: TNNeGA/OT/DISH/2022-2023

I/We do hereby submit my/our bid for the **Selection of System Integrator for the design, development, and implementation of Web based services for Directorate of Industrial Safety and Health** in accordance with the Terms and Conditions of this RFP.

I/We have examined the details of the tender and have carefully noted the conditions of contract and the specification with all the stipulations of which I/We agree to comply. I/We hereby undertake to complete the assigned tasks **as Selection of System Integrator for the design, development, and implementation of Web based services for Directorate of Industrial Safety and Health, Tamil Nadu** at the places mentioned in the specification of all the articles within as per RFP & tender schedule from the date of communication of acceptance of my/our tender.

I/We further agree that the acceptance of this tender shall result in a valid and concluded contract binding on me/us the terms whereof shall be taken to be those mentioned in the form of agreement here to annexed notwithstanding the non-execution of the said agreement.

I/We hereby declare that I/We agree to do the various acts, deeds and things referred to herein including the condition relating to non-withdrawal of this tender above set out in consideration of the TNNeGA and considering this my/our tender.

I/We hereby confirm that our
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Company was not blacklisted by any State Government/ Central Government/ Public Sector Undertakings during the last three years. We also hereby confirm that our EMD/SD was not forfeited by any State Government / Central Government / Public Sector Undertakings during the last three years due to our non-performance, non-compliance with the tender conditions etc.

I/We hereby confirm that our Company has not filed for bankruptcy during the last three years.

I/We hereby confirm that our Company has not violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.

I/We..... shall not sub-contract any works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

I/We..... have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India, as per Government of Tamil Nadu G.O.Ms.No.343, Finance (Salaries) department, dated 18.9.2020; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

I/We hereby declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.

I/We _____ certify that we are liable and responsible for any disputes arising out of Intellectual Property Rights.

I/We _____ certify that I/we shall not form any consortium with other firms/ organizations/agencies/ companies for carrying out the tasks specified in this RFP.

**In case of violation of any of the conditions above, I/Weunderstand that
I/We are liable to be blacklisted by TNNeGA/Government of Tamil Nadu for a period of
three years.**

Note:

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1. Declaration in the company's letter head should be submitted as per format given above.
2. If the bidding firm has been blacklisted by any State Government/ Central Government/ Public Sector Undertakings earlier, then the details should be provided.
 - i. Name of the Authorized Signatory of the bidder -----
 - ii. Signature of the Authorized Signatory of the bidder -----
 - iii. Name of the Bidder (Firm) -----
 - iv. Mobile No: -----
 - v. Email ID: -----

List of Acronyms

Sl. No.	Acronym	Definition
1	AJAX	Asynchronous JavaScript and XML
2	AdD	Additional Director
3	AD	Assistant Director
4	BE	Budget Estimate
5	BPR	Business Process Reengineering
6	CFY	Current Financial Year
7	CM	Case management
8	CR	Change Request
9	DD	Deputy Director
10	DPR	Detailed Project Report
11	DSC	Digital Signature Certificate
12	DISH	Directorate of Industrial Safety and Health
13	ECS	Electronic Clearing Services
14	EMD	Earnest Money Deposit
15	FOSS	Free and open source software
16	G.O	Government Order
17	GIS	Geographic Information System
18	GoI	Government of India
19	GoTN	Government of Tamil Nadu
20	H/W	Hardware
21	HQ	Head Quarters
22	HTTP	Hypertext Transfer Protocol
23	IA	Implementing Agency
24	ICT	Information & Communications Technology
25	IPR	Intellectual Property Rights
26	ISO	International Organization for Standardization
27	IT	Information Technology
28	JD	Joint Director
29	KT	Knowledge Transfer
30	KUA	KYC User Agency
31	LD	Liquidated Damage
32	LOA	Letter of Acceptance
33	MIS	Management Information System
34	MSA	Master Service Agreement
35	NGOs	Non-Governmental Organizations
36	O&M	Operation & Maintenance
37	OEM	Original Equipment Manufacturer
38	OS	Operating System
39	OSR	Open Space Reserve
40	PC	Personal Computer
41	PKCS	Public Key Cryptography Standards

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42	PSU	Public Sector Unit
43	RBAC	Role Based Access Control
44	RFP	Request for Proposal
45	S/W	Software
47	SD	Security Deposit
48	SDC	State Data Centre
49	SIT	System Integration Testing
50	SL	Service Level
51	SLA	Service Level Agreement
52	SMS	Short Messaging Service
53	SOA	Service Oriented Architecture
54	SOAP	Simple Object Access Protocol
55	SPOC	Single Point Of Contact
56	SRS	System Requirement Specification
57	SSL	Secure Sockets Layer
58	STQC	Standardization Testing and Quality Certification
59	SW	Social Worker
60	TNeGA	Tamil Nadu e-Governance Agency
61	TNSWAN	Tamil Nadu Statewide Area Network
62	UAT	User Acceptance Test
63	UID	Unique Identification Number
64	UIDAI	Unique Identification authority of India
65	ULB	Urban Local Body
66	URL	Uniform Resource Locator
67	VPN	Virtual Private Network
68	W3C	World Wide Web Consortium
69	WBS	Work Breakdown Structure

1. Introduction

1.1. Tamil Nadu e-Governance Agency (TNeGA)

- a. Tamil Nadu e-Governance Agency (TNeGA) is responsible for driving all technology initiatives for the Government of Tamil Nadu. Its primary aim is to develop low cost, technology enabled scalable solutions to impact Governance in a significant way. It aims to create an inclusive, equitable, and universally accessible G2C service delivery mechanism for barrier free access to Governance. TNeGA offers IT solutions and consultancy services to Government departments for their technology needs. Tamil Nadu e-Governance Agency is functioning under the Information Technology Department, Government of Tamil Nadu.
- b. Tamil Nadu is one among the Pioneer States in our country in terms of economic and industrial growth. The rapid rate of industrial development has been achieved in our state by the provision of infrastructure facilities and abundance of well qualified and skilled manpower. The Directorate of Industrial Safety and Health plays a pivotal role in ensuring industrial peace in Tamil Nadu. The pragmatic approach in the enforcement of Factories Act and allied labour laws have culminated in a Safe and Healthy industrial climate that is conducive for many multi-national companies to establish their manufacturing units in our state.
- c. TNeGA invite bids from various established firms to the design, development, implementation, and maintenance of Web based services for Directorate of Industrial Safety and Health which shall serve as a platform to facilitate an efficient, speedy and transparent process for disseminating information to the public and the other agencies, for providing services and for performing administrative activities. The scope of work is detailed in cl. 8 and terms & conditions of this RFP.

2. Tender Schedule and Data Sheets

1.	Tender inviting Authority, Designation and Address	Chief Executive Officer, Tamil Nadu e-Governance Agency, 807, P.T.Lee. Chengalvarayan Naicker Maaligai, Anna Salai, Chennai - 600 002. Tel No: +91-44-40164907
2.	A) Name of the Work	Selection of System Integrator for the design, development, implementation, and maintenance of Web based services for Directorate of Industrial Safety and Health, Tamil Nadu.
	B) Tender Ref No.	TNeGA/OT/DISH/2022-2023
3.	Earnest Money Deposit	Rs.70,000/- (Rupees Fifty thousand only) should be paid through online mode.
4.	Contract Period	16 Months (4 Months Development & Deployment Phase up to Go-Live + 12 Months Free Warranty period after go live)
5.	Tender Document	The Tender document can be downloaded from the URL https://www.tnega.tn.gov.in https://tnntenders.gov.in FREE OF COST.
6.	Mode of Submission	e-Submission through https://tnntenders.gov.in Bids cannot be submitted after the due date and time.
7.	Date and Place of Pre-Bid meeting	On 05.05.2023 @ 11.30 hrs. Pre-bid meeting will be conducted online through Video Conference (VC) and the link for the VC is given below. VC LINK: https://bit.ly/3ViQ71O
8.	Due Date and Time for Bid Submission	On 15.05.2023@ 16.00 hrs.

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9.	Date, Time and Place of Opening of Technical Bids	On 15.05.2023@ 16.30 hrs.
10.	Date, Time and Place of Opening of Price Bids	Price Bid opening Date & Time will be communicated to Technically qualified bidders ONLY.

Note:

Neither TNeGA nor their representatives are obligated to inform any bidders who have not qualified in any of the stages of bid process management

3. General Instructions

3.1. General

- a. The Bidders are requested to examine the instructions, terms and conditions and specifications given in the Request for Proposal (RFP). Failure to furnish all required information in every respect will be at the Bidder's risk and may result in the rejection of bid.
- b. It will be imperative for each Bidder(s) to familiarize itself/ themselves with the prevailing legal situations for the execution of contract. TNeGA shall not entertain any request for clarification from the Bidder regarding such legal aspects of submission of the Bids.
- c. It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bids and no claim whatsoever including those of financial adjustments to the contract awarded under this tender will be entertained by TNeGA. Neither any time schedule nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder to appraise themselves.
- d. The Bidder shall be deemed to have satisfied itself fully before Bidding as to the correctness and sufficiency of its Bids for the contract and price quoted in the Bid to cover all obligations under this Tender.
- e. It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced. No escalation of cost in the Tender by the Bidder will be permitted throughout the period of Agreement or throughout the period of completion of contract whichever is later on account of any reasons whatsoever.

- f. The Bidder should be fully and completely responsible to TNNeGA and the respective State Government department / Board for all the deliveries and deliverables.
- g. The Bidder shall submit the scanned copy bid document (in .pdf) and corrigendum (if any) as an acceptance of the bid.
- h. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.

3.2. Clarifications to the RFP

- a. A prospective Bidder requiring any clarification in the RFP may notified by e-Mail to tenders.tnega@tn.gov.in. Clarifications to the queries (if any) by the bidders and corrigendum's (if any) will be published in the websites <https://www.tnega.tn.gov.in> , <https://tntenders.gov.in>

3.3. Amendments to the Tender

- a. A Pre-bid meeting will be held online through video conference (VC) for addressing the clarifications on the date and time mentioned in the Tender Data Sheet or any other date to be decided by TNNeGA. The Bidders are requested to participate in the Pre-bid meeting and get clarifications. The link for the VC is given below: -

<https://bit.ly/3ViQ71O>

- b. Before closing of the Tender, clarifications, and corrigendum (if any) will be notified in the websites mentioned in the Tender Schedule. The Bidders shall periodically check for the amendments or corrigendum or information in the websites till the closing date of this Tender. TNNeGA will not make any individual communication and will in no way be responsible for any information missed out by the bidders.
- c. No clarifications would be offered within **48 hours** prior to the due date and time for submitting the Tender.
- d. Before the closing of the Tender, TNNeGA may amend the Tender document as per requirements or wherever it feels that such amendments are absolutely necessary.
- e. Amendments also may be given in response to the queries by the prospective Bidder(s). Such amendments will be notified in the websites mentioned in the tender schedule. It is the bidder's responsibility to keep checking the website for any changes or clarifications

or corrigendum to the tender document.

- f. TNNeGA at its discretion may or may not extend the due date and time for the submission of bids on account of any amendments.
- g. TNNeGA is not responsible for any misinterpretation of the provisions of this tender document on account of the Bidder failure to update the Bid documents on changes announced through the website.

3.4. Language of the Bid

- a. The bid prepared by the Bidder as well as all correspondences and documents relating to the bid shall be in English only. The supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation in English duly notarized, in which case, for all purposes of the bid, the translation shall govern. Bids received without such translation copy are liable to be rejected.

3.5. Bid Currency

- a. Price should be quoted in Indian Rupees (INR) only and Payment shall be made in Indian Rupees only.

3.6. Contacting Tender Inviting Authority

- a. Bidders shall not make attempts to establish unsolicited and unauthorized contact with the Tender Accepting Authority, Tender Inviting Authority or Tender Scrutiny Committee after the opening of the Tender and prior to the notification of the Award and any attempt by any Bidder to bring to bear extraneous pressures on the Tender Accepting Authority shall be sufficient reason to disqualify the Bidder.
- b. Notwithstanding anything mentioned above, the Tender Inviting Authority or the Tender Accepting Authority may seek bonafide clarifications from Bidders relating to the tenders submitted by them during the evaluation of tenders.

3.7. Force Majeure

- a. Neither the Purchaser / nor the Successful Bidder shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes or contingencies beyond their reasonable control such as:
 - i. Natural phenomena including but not limited to earthquakes, floods and epidemics.

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- ii. Acts of any Government authority domestic or foreign including but not limited to war declared or undeclared, priorities and quarantine restrictions.
- iii. Accidents or disruptions including, but not limited to fire, explosions, breakdown of essential machinery or equipment, power and water shortages.

3.8. Arbitration

- a. In case of any dispute, the matter will be referred to a sole Arbitrator to be appointed by the CEO, Tamil Nadu e-Governance Agency (TNeGA) under the “Arbitration and Conciliation Act 1996”. The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English. The Courts at Chennai alone shall have jurisdiction in the matter. Arbitration detailed in clause:7.11.

4. Minimum Eligibility Criteria (MEC) & Technical Evaluation System (TES)

- a. The Bidders should have the following MEC for participating in the Tender. The Bidders should enclose documentary evidence for fulfilling the MEC in the Technical Bid. **If a Bidder fails to enclose the documentary proof for MEC, their bid will be summarily rejected.**

4.1. Minimum Eligibility Criteria (MEC)

S.No.	Eligibility Criteria	Attachments
4.1.1	The bidder members should be a Company registered/ incorporated under Indian company act and must have 5 years of existence in India as on date of submission of bids.	1. Valid copy of the Certificate of Incorporation 2. Copy of PAN and GST
4.1.2	The Bidder should be Software Development firm and should be in operations in successful Software Development, Implementation and Support, anywhere in India during the last 5 Years as on date of submission of bid.	Work order and satisfactory performance certificate from the client for proof of delivering IT services as per the scope of work order in the last 5 years

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4.1.3	The Bidder should have an average annual turnover of at least Rs.2 (Two) crores during the last three financial years (2019-2020 and 2020-21, 2021-22).	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years.
4.1.4	The bidder should have successfully Implemented, at least One End to End Web based application system during last 5 years as on date of submission of bids in India where the value of the project should be at least Rs.50 lakhs.	Work Order / Project Contract Document /Agreement along with Completion/ satisfactory performance Certificate by the client with details of project value with clear scope of project.
4.1.5	The Bidder should have a valid ISO 9001:2015 or latest certification.	Valid Copy of the Certificates.
4.1.6	The Bidder should have at least one office in Chennai. If the Bidder is not having any office in Chennai, then bidder should submit a letter of undertaking to open an office in Chennai within 15 days from the date of issue of work order if he is awarded the work.	The copy of Property tax bill/Electricity Bill/Telephone Bill/G.S.T.-C.S.T. Registration/Lease agreement should be submitted as proof Or Undertaking Letter

- b. The bidders who have submitted required documents and meet the eligibility criteria as mentioned above and as determined by the Tender Scrutiny Committee (TSC) shall only be eligible for further technical evaluation as per clause 4.2.

4.2. Technical Evaluation System (TES)

- a. The Bidders should enclose documentary evidence for fulfilling the following TES and the Tender Scrutiny Committee will evaluate the bids as per the criteria set below:

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S. No	Criteria	Maximum Marks
4.2.1	Bidders Existence The bidder should have valid certification as on date of submission of bids. Copy of certification should be attached.	5
	CMMI level 5 = 5 marks	
	CMMI level 3 = 3 marks	
	ISO 9001:2015 or equivalent = 2 Marks	
4.2.2	Turnover Average Annual Turnover for last 3 years:	5
	More than Rs. 3 Cr. = 5 marks	
	More than Rs. 2 Cr and Less than Rs. 3 Cr. = 3 marks	
	(Bidders are required to submit audited Turnover Statements for last 3 years)	
4.2.3	Past Experience Bidder Should have experience Designing, developing and implementing end-to-end enterprise grade, customizable workflow management software / application (design, development and O&M of software application) for any state / Central/ UT Government departments / PSUs / Government Agencies / Private Agencies with a value of each project at least Rs.50 lakhs and project should be live as on date. <u>Document to be submitted:</u> Work Order / Project Contract Document / Agreement along with Completion / Satisfactory	10
	a) 2 Projects = 5 marks	
	b) 3 or more Projects = 10 marks	

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	<p>Performance /Go-Live Certificate by the client with details of project value with clear scope of project.</p> <p>Note: Project implemented on SaaS / License model will not be considered.</p>		
4.2.4	<p>Bidder Should have experience in development & implementation of web application pertaining to similar scope of work i.e., statutory services based web applications like services for Pollution control Board, Labour department, etc., (design, development, and O&M of software application) for any state / Central/ UT Government departments / PSUs / Government Agencies and project should be live as on date.</p> <p><u>Document to be submitted:</u></p> <p>Work Order / Project Contract Document / Agreement along with Completion / Satisfactory Performance /Go-Live Certificate by the client with details of project value with clear scope of project.</p> <p>Note: Project implemented on SaaS / License model will not be considered.</p>	<p>a) 1 Projects = 5 marks</p> <p>b) 2 Projects = 10 marks</p> <p>c) 3 or more Projects = 15 marks</p>	15

Human Resources			
4.2.5	<p>Project Manager (PM)</p> <p>a) Should have MCA or B. Tech / B.E degree in Computer Science / Information Technology</p> <p>b) Overall Experience of 10 years in software design, development, testing and implementation</p> <p>c) At least 4 years of experience as a Project Manager in managing software applications.</p> <p>d) PMP/Prince2 /Six sigma /ITIL certified.</p> <p>e) Local Language proficiency mandatory</p>	<p>a) Educational Qualification = 1 mark</p> <p>b) Overall IT Experience ≥ 10 years = 2 marks</p> <p>c) Project management experience ≥ 4 years = 1 mark</p> <p>d) Project Management Certification (PMP/Prince2/Six Sigma/ITIL) = 1 mark</p> <p>For lesser experience, marks will be on pro-rata basis</p>	5
4.2.6	<p>Technical Lead (TL)</p> <p>a) Should have B. Tech /B. E degree in Computer Science / Information Technology</p> <p>b) Overall Experience of 7 years in IT and currently as Tech Lead</p> <p>c) Experience of 5 years or more in IT Software design, development, testing and implementation in the technology stack mentioned in section 4.2.3.</p>	<p>a) Educational Qualification = 1 marks</p> <p>b) Overall IT Experience ≥ 7 years and currently as Tech Lead = 2 marks</p> <p>c) Relevant experience ≥ 5 years = 2 marks</p> <p>For lesser experience, marks will be on pro- rata basis</p>	5

4.2.7	<p>Software Developer (SD)</p> <p>a) Should have B. Tech / B.E degree in Computer Science / Information Technology</p> <p>b) Overall Experience of 4 years in IT</p> <p>c) Experience of 3 years or more in software design, development, testing & implementation in the technology stack mentioned in section 4.2.3.</p>	<p>a) Educational Qualifications = 1 mark</p> <p>b) Overall IT experience ≥ 4 years = 2 marks</p> <p>c) Relevant experience ≥ 3 years = 2 marks</p> <p>For lesser experience, marks will be on pro- rata basis</p>	5
4.2.8	<p>Quality Engineer (QE)</p> <p>a) Should have B. Tech / B.E degree in Computer Science / Information Technology</p> <p>b) Overall Experience of 5 years in IT</p> <p>c) Experience of 4 years or more in Software testing</p>	<p>a) Educational Qualifications = 1 mark</p> <p>b) Overall IT experience ≥ 5 years = 2marks</p> <p>c) Relevant experience ≥ 4 years = 2marks</p> <p>For lesser experience, marks will be on pro- rata basis</p>	5
4.2.9	<p>Senior Business Analyst (SBA)</p> <p>a) Should have B. Tech / B.E degree in Computer Science / Information Technology or M.B.A.</p> <p>b) Overall Experience of 8 years in IT and currently as a Senior Business Analyst</p> <p>c) Experience of 5 years or more in Business Analysis or related job roles.</p>	<p>a) Educational Qualifications = 1 mark</p> <p>b) Overall IT experience ≥ 8 years and currently as a Senior Business Analyst = 2 marks</p> <p>c) Relevant experience ≥ 5 years = 2 marks</p> <p>For lesser experience, marks will be on pro- rata basis</p>	5

Approach & Methodology			
4.2.10	a) Understanding of Project requirement & work plan b) Identified project risk & Mitigation c) Proposed solution & architecture	a) Requirements Understanding = 10 marks b) Proposed solution and architecture = 15 marks c) Project plan, Risks & Mitigations plan = 5 marks	30
4.2.11	Presentation and demonstration of projects specified in cl. 4.2.3 & 4.2.4	a) 2 projects = 6 marks b) 1 project = 3 marks c) additional 2 marks per project (subject to a maximum of 4 marks) will be awarded if the projects are pertaining to similar scope of work i.e projects specified for 4.2.4	10
Total 4.2			100

The bidder shall be required to get at least 70 marks out of 100 marks to qualify for next stage i.e., opening of the financial bids.

4.3. Evaluation of technical proposal:

- a. Tender Scrutiny Committee (TSC) will evaluate whether all the requirements mentioned in the RFP are understood and addressed well.
- b. The bidder has to make a technical presentation & live demonstration (Cl.4.2.9, Cl.4.2.11) to the TSC.
- c. To declare a bidder as technically qualified, the bidder has to score a minimum of 70 marks based on the above said cl.4.2 – TES and financial bids of those bidders who score 70 or above in the TES shall only be opened.
- d. The bidder shall ensure that the candidates proposed in the bid for 4.2.4, 4.2.5, 4.2.6, 4.2.7 and 4.2.9 are deployed in this project during implementation.

4.4. Final Evaluation of bid

- a) The Final Evaluation will be done on Quality-cum-Cost-Based-System (QCBS) with the weightage of Technical & financial bid (Price bid) score in the ratio of **70:30**. The final evaluation shall be done as

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described below:

1. The marks scored in the technical bid will be evaluated as follows:

$$\mathbf{TN= TB / TMax * 100}$$

where:

TN = Normalized technical score of the bidder under consideration

TB = Evaluated technical score for the bidder under consideration

TMax = Maximum technical score for any bidder

2. For Technically Qualified bidders, the commercial scores will be calculated as

$$\mathbf{FN = FMin / FB * 100}$$

where:

FN = Normalized financial score of the bidder under consideration

FB = Evaluated cost for the bidder under consideration

FMin = Minimum evaluated cost for any bidder

3. Both the Technical bid mark & Price bid mark will be added to arrive at the total mark as follows:

$$\mathbf{BN = 0.7 * TN + 0.3 * FN}$$

where:

BN = overall score of the bidder under consideration

TN = Normalized technical score for the bidder under consideration

FN = Normalized financial score of the bidder under consideration

- 2) The total mark will be arranged in descending order. The Highest scorer (H1) will be declared the successful bidder.
- 3) In the event the Final scores are ‘tied’, the bidder securing the highest technical score will be adjudicated as the Best Value bidder for the award of the Project.

5. Bid Preparation and Submission

5.1. Cost of Bidding

- a. The Bidder should bear all costs associated with the preparation and submission of Bids.

TNeGA will in no way be responsible or liable for these charges/costs incurred regardless of the conduct or outcome of the bidding process.

5.2. Earnest Money Deposit (EMD)

- a. An EMD amount as specified in the Tender Schedule should be paid through ONLINE mode. The EMD of the unsuccessful Bidders will be auto-refunded to their bank account within a reasonable time in consistent with the rules and regulations in this behalf. The EMD amount held by TNeGA till it is refunded to the unsuccessful Bidders will not earn any interest thereof.
- b. The EMD amount of the Successful Bidder shall be converted as part of the Security Deposit (SD) for successful execution of the work and will be returned only after the successful fulfilment of the Contract.
- c. The EMD amount will be forfeited by TNeGA, if the Bidder withdraws the bid during the period of its validity specified in the tender or if the Successful Bidder fails to sign the contract or the Successful in Bidder fails to remit Security Deposit within the respective due dates.

5.3. Letter of Authorization

- a. A letter of authorization from the Board of Directors / appropriate authority authorizing the Tender submitting authority or a Power of Attorney should be submitted in the tender; otherwise, the Bids will be summarily rejected.

5.4. Two Part Bidding

- a. Bidders should examine all Instructions, Terms and Conditions and Technical specifications given in the Tender document. Failure to furnish information required by the Bid or submission of a Bid not substantially responsive in every respect will be at the Bidders risk and may result in rejection of Bids. Bidders should strictly submit the Bid as specified in the Tender, failing which the bids will be non-responsive and will be rejected.

5.4.1. Technical Bid

- a. The first part relates to technical bid submitting all the required details and documents complying with all the eligibility conditions and the other tender conditions/instructions

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as well as the statement of compliance consisting of the following.

- i. A Letter of Undertaking (as per the format given in this RFP) in company's letter head in pdf and Letter of authorization
- ii. This RFP (Technical Bid Document) and Corrigendum if any
- iii. Copy of supporting documents for MEC and TES as .rar file (Zipped) must be submitted.

5.4.2. Financial Bid

- a. Second part relates to financial bid which should be submitted in the **Bill of Quotation (BoQ)** as given in the tender.
- b. The rate quoted by the bidder in the financial bid should be for the cost involved in the successful implementation of scope of work mentioned and no other charges will be allowed by the TNNeGA other than the cost quoted.
- c. Bill of Quotation (BoQ) should not contain any conditional offers or variation clause, otherwise the bids will be summarily rejected.
- d. The rates quoted shall be only in INDIAN RUPEES (INR) only. The tender is liable for rejection if BoQ contains conditional offers.
- e. The cost quoted by the bidder shall be kept firm for a period specified in the tender from the date of opening of the tender. The bidder should keep the rates firm during the period of contract including during the period of extension of time if any. Escalation of cost will not be permitted during the said periods or during any period while providing services whether extended or not for reasons other than increase of duties / taxes payable to the Governments in India.

5.4.3. Details of the Documentary proofs to be uploaded in portal

Letter of Undertaking	Upload Format
A Letter of Undertaking as per the format given in this RFP in company's letter head, signed by the authorized signatory.	1 PDF (Max 2 MB)
Technical Bid Document	Upload Format
This tender document (RFP) along with Corrigendum if any, signed by the authorized signatory.	1 PDF (Max 2 MB)

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Minimum Eligibility Criteria (4.1)		Upload Format
1	Copy of documentary proof for clause 4.1.1 as PDF	6
2	Copy of documentary proofs in chronological order for clause 4.1.2 as merged PDF	
3	Copy of documentary proofs for clause 4.1.3 as merged PDF	
4	Copy of documentary proof for clause 4.1.4 as PDF	
5	Copy of documentary proof for clause 4.1.5 as PDF	
6	Copy of documentary proof for clause 4.1.6 as PDF	
Technical Evaluation System (4.2)		Upload Format
1	Copy of documentary proofs for clause 4.2.1 as merged PDF	11 RAR (WinRAR) (All these PDF have to be placed in a folder and zipped as .rar file before submission)
2	Copy of documentary proofs for clause 4.2.2 as merged PDF	
3	Copy of documentary proofs for clause 4.2.3 as merged PDF	
4	Copy of documentary proofs for clause 4.2.4 as merged PDF	
5	Copy of documentary proofs for clause 4.2.5 as merged PDF	
6	Copy of documentary proofs for clause 4.2.6 as merged PDF	

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7	Copy of documentary proofs for clause 4.2.7 as merged PDF		
8	Copy of documentary proofs for clause 4.2.8 as merged PDF		
9	Copy of documentary proofs for clause 4.2.9 as merged PDF		
10	Copy of documentary proofs for clause 4.2.10 as merged PDF		
11	Copy of documentary proofs for clause 4.2.11 as merged PDF		
Price Bid			Upload Format
Bill of Quotation (BoQ)		1	.XLS
Total		20	

Note: Under

Technical bid = 19 documents

Under Price bid = 1 document (pre-defined template)

5.5. Bid closing date and time

- a. Bids cannot be submitted not later than the date and time specified in the Tender Schedule or Corrigendum if published. Hence bidders should be cautious to submit the Bids well in advance to avoid disappointments.

5.6. Online Submission of Bids - <https://tnntenders.gov.in>

- a. Bidder should read all the terms and conditions and accept the same to proceed further to submit bids. Tendering system will give a successful bid update message after uploading all the bid documents submitted. A printout of Bid Submission Confirmation showing the bid number, the date and time of submission of the bid with all other relevant details can be taken from the website and kept as an acknowledgement for submission of bid. This acknowledgement will act as a proof of bid submission.

- b. The bidders can resubmit the bid as many times as possible till the closing time of the bid submission. Withdrawal of the bid is also possible before the closing time of the bid submission.
- c. The time settings fixed in the server and displayed at the top of the tender site, will be valid for all actions of bid submission, bid opening etc., in E-Tender system.

6. Tender Opening and Evaluation

6.1. Technical Bid Opening

- a. The Technical Bid will be opened on the date and time as specified in the Tender schedule or in the Corrigendum issued by TNNeGA (if any).

NOTE: If the date fixed for opening of the tender happens to be a government holiday, the e-tender will be opened on the next Working day at the time specified in the Tender Schedule.

6.2. Tender Validity

- a. The offer submitted by the Bidders should be valid for a minimum period of 90 days from the date of opening of the Tender.

6.3. Initial Scrutiny

- a. Initial Bid scrutiny will be conducted, and incomplete details as given below will be treated as non-responsive.
- b. If Tenders are.
 - 1. received without the Letter of Undertaking with Authorization
 - 2. received without EMD amount
 - 3. found with suppression of details
 - 4. with incomplete information, subjective, conditional offers, and partial offers
 - 5. submitted without supporting documents as per the MEC and TES
 - 6. non-compliance of any of the clauses stipulated in the Tender
 - 7. lesser validity period
- c. All responsive Bids will be considered for further evaluation. The decision of TNNeGA/Government will be final in this regard.

6.4. Clarifications

- a. When deemed necessary, TNeGA shall seek bona-fide clarifications on any aspect from the Bidder ONLY through <https://tntenders.gov.in> (online mode) under Short Fall of Documents sections in e-tender portal. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid or price quoted. During Technical Bid evaluation, TNeGA may seek additional information or historical documents for verification to facilitate decision making. In case the Bidder failed to comply with the requirements of TNeGA as stated above, such Bids may at the discretion of TNeGA, shall be rejected as technically non- responsive.

6.5. Tender Evaluation

6.5.1. Suppression of facts and misleading information

- a. During the bid evaluation, if any suppression or misrepresentation is brought to the notice of TNeGA, TNeGA shall have the right to reject the bid and if after selection, TNeGA would terminate the contract, as the case may be. Termination of the contract will be without any compensation to the Bidder and the EMD / SD, as the case may be, shall be forfeited.
- b. Bidders should note that any figures in the proof documents submitted by the Bidders for proving their eligibility is found suppressed or erased, TNeGA shall have the right to seek the correct facts and figures or reject such Bids.
- c. It is up to the Bidders to submit the full copies of the proof documents to meet out the MEC and TES. Otherwise, TNeGA at its discretion may or may not consider such documents.
- d. The Tender calls for full copies of documents to prove the Bidder's experience and capacity to undertake the project.

6.5.2. Technical bid evaluation

Minimum Eligibility Criteria (MEC):

- a. TSC will examine the technical bids as per Cl.4.1 MEC given in the Tender document. The documents which did not meet the eligibility criteria in the first stage of scrutiny will be rejected in that stage itself and further evaluation will not be carried out for such bidders. The eligible Bidders satisfying all the criteria in cl. 4.1 alone will be considered for further evaluation as per TES (cl.4.2). The decision of TNeGA will be final in this regard.

Technical Evaluation System (TES):

- a. TSC will examine the bids as per clause 4.2 TES based on the documentary evidence enclosed by bidder in the Technical Bid. The bidder shall be informed to make a presentation to TSC as per 4.2.10 and 4.2.11. If the bidder fails to demonstrate their bid will be summarily rejected. Minimum marks to be scored by the bidders in the TES is 70 (Seventy) out of 100, so as to declare the bid as technically qualified. Bidders who score 70 and above marks in the TES as per cl. 4.2 above shall be deemed technically qualified and financial bids of those bidders only will be opened.

6.5.3. Price bid evaluation

- a. Bidders should fill price quote details ONLY in Bill of Quotation (BoQ).
- b. All the taxes indicated in the financial bid will be taken for the financial evaluation as per the Tamil Nadu Transparency in Tender Rules 2000 with latest amendments.
- c. The Bidders should quote for all the items. Failure to submit the price for all the items or partial offer will be liable for rejection of the bid itself. The decision of TNNeGA will be the final.
- d. The bidder who satisfied the MEC (4.1), scored 70 or more out of 100 in TES (4.2) and has quoted the highest QCBS score (H1) per Cl. 4.4 (Final evaluation of bid) would be declared as the successful bidder (H1).

6.6. Negotiations

- a. Negotiations will be conducted with the successful (H1) bidder for improvement in the scope of work, specification, further reduction in bid price and advancement of delivery schedule.

6.7. Award of Contract (through <https://tntenders.gov.in>)

- a. Award of Contract (Letter of Acceptance) shall be issued online through <https://tntenders.gov.in> to the successful (H1) bidder. After acceptance of the tender and LOA issued by TNNeGA, the successful (H1) bidder shall have no right to withdraw their tender or claim higher price.
- b. No dispute can be raised by any bidder whose bid has been rejected and no claims will be entertained or paid on this account.

6.8. TNeGA reserves the right to:

- a. Modify, reduce or increase the quantity requirements to an extent of tendered quantity as per the provisions of Tamil Nadu Transparency in Tenders Act 1998 and Tamil Nadu Transparency in Tenders Rules,2000.
- b. Withhold any amount for the deficiency in Quality/Service aspect rendered during the contract period.
- c. Accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. The Tender Accepting Authority may also reject all the tenders for reasons such as change in scope, specification, lack of anticipated financial resources, court orders, calamities, or any other unforeseen circumstances.

7. Execution of Contract

7.1. Payment of Security Deposit (SD)

- a. The successful (H1) bidder shall have to furnish a Security Deposit (SD) for 5% of contract value by way of demand draft or banker's cheque payable at Chennai or in the form of unconditional irrevocable Bank Guarantee valid for a period of **17 months** from the date of acceptance of the tender on receipt of confirmation from TNeGA. The SD shall be paid within 10 days from the date of issue Letter of Acceptance (LOA) by TNeGA. The SD furnished by the Successful Bidder in respect of the tender will be returned to them after successful fulfilment of work. The security Deposit will be refunded to the successful bidder only after successful completion of contract period. The Security Deposit held by TNeGA till it is refunded to the successful bidder will not earn any interest thereof.
- b. The EMD/Security Deposit will be forfeited if the successful bidder withdraws the bid during the period of bid validity specified in the tender or if the bidder fails to sign the contract.

7.2. Execution of Contract

- a. The successful bidder should execute a Contract in the INR 100 non-judicial stamp paper bought in Tamil Nadu in the name of the TNeGA within 10 working days from the date of letter of acceptance issued by TNeGA with such changes/modifications as may be indicated by TNeGA at the time of execution on receipt of confirmation from TNeGA.
- b. The successful bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract

or any part thereof without the prior written consent of TNNeGA. TNNeGA reserves its right to cancel the LoA either in part or full, if this condition is violated. If the Successful Bidder fails to execute the agreement within the stipulated period of 10 days, the SD of the Successful Bidder will be forfeited and their tender will be held as non-responsive.

- c. The expenses incidental to the execution of the agreement should be borne by the successful bidder.
- d. The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of TNNeGA and TNNeGA have the right to recover any consequential losses from the Successful Bidder.

7.3. Release of Work Order

- a. After the payment of Security Deposit and execution of the Contract by the successful bidder, TNNeGA will issue the Work Order to the successful bidder to commence the work.

7.4. Refund of EMD

- a. The EMD amount paid by the Successful Bidder will be adjusted towards security deposit payable by them. If the Successful Bidder submits security deposit for the stipulated value, the EMD will be refunded. The EMD amount of the unsuccessful bidder(s) will be auto-refunded upon finalization and issue of LoA to the successful bidder.

7.5. Forfeiture of EMD and SD

- a. If the successful Bidder fails to act according to the tender conditions or backs out, after the tender has been accepted, the EMD will be forfeited.
- b. If the successful bidder fails to remit the SD, the EMD remitted by him will be forfeited to TNNeGA and the tender will be held void.
- c. If the successful bidder fails to act up on to the tender conditions or backs out from the contract, the SD mentioned above will also be forfeited by TNNeGA.

7.6. Termination of Contract

7.6.1. Termination for default

- a. TNNeGA may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15 days, sent to the successful bidder, terminate the contract in whole or part, (i) if the successful bidder fails to deliver any or all of the

- service within the time period(s) specified in the contract, or fails to supply the items as per the delivery schedule or within any extension thereof granted by TNNeGA; or (ii) if the successful bidder fails to perform any of the obligation(s) under the contract; or (iii) if the successful bidder, in the judgment of TNNeGA, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.
- b. In the event TNNeGA terminates the Contract in whole or in part, TNNeGA may procure, upon terms and in such manner as it deems appropriate, the goods and services similar to those and delivered and the successful bidder shall be liable to TNNeGA for any additional costs for such similar goods and service. However, the successful bidder shall continue the performance of the contract to the extent not terminated.

7.6.2. Termination for Insolvency

- a. TNNeGA may at any time terminate the Contract by giving written notice with a notice period of 7 days to the successful bidder, if the successful bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the successful bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to TNNeGA.

7.6.3. Termination for Convenience

- a. TNNeGA may by written notice, with a notice period of 15 days sent to the successful bidder, TNNeGA may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for TNNeGA's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. Services rendered by the bidder, as assessed by TNNeGA, would be paid for. On termination, the successful bidder is not entitled to any compensation whatsoever.

7.7. Project Lead

- a. The successful bidder should nominate and intimate TNNeGA, a Project Lead who should be responsible for effective delivery of work complying with all the terms and conditions. The successful bidder should ensure that the Project Lead fully familiarizes with the RFP, Contract, and deliverables.

7.8. Assigning of Tender whole or in part

- a. The successful bidder shall not assign or make over the contract, the benefit or burden

thereof to any other person or persons or body corporate. The successful bidder should not under-let or sublet to any person(s) or body corporate for the execution of the contract or any part thereof, without the written consent of TNeGA.

7.9. Liquidated Damages (LD)

- a. The successful bidder must strictly adhere to the implementation schedule, specified in the RFP & Contract / Work Order and any delay attributable to the successful bidder will enable TNeGA to resort to any or both of the following:
 - i. Claim liquidated damages at 0.5% of the contract value for delayed performance per week and the maximum LD applicable is 10% of the contract value. When the LD reaches 10% of the contract, TNeGA may terminate the contract due to the non-performance of the successful bidder. However, LD shall not be levied if the delay is attributable to the successful bidder.
 - ii. In case of the termination of the contract by TNeGA due to non- performance of the successful bidder, the Security Deposit will be forfeited.
 - iii. In addition, TNeGA reserves the right to award the work to any other party / parties and the loss / expenses incurred thereafter will be recovered from the successful bidder.
- b. The RFP, bid submitted by the successful bidder, negotiated offer of the successful bidder, contract and the work orders will form part of this contract. Wherever the offer conditions furnished by the successful bidder are at variance with conditions of this contract or conditions stipulated in the work order, the latter shall prevail over the offer conditions furnished by the successful bidder.
- c. Notwithstanding anything contained in this clause, TNeGA reserves the right to blacklist the successful bidder from taking part in any of the procurement operations of TNeGA for a minimum period of three years from the date of blacklisting for their failure to execute the work as per the agreed terms and conditions of the RFP, Contract and Work Order.

7.10. Other Conditions

- a. TNeGA reserves the right not to accept lowest price, to reject any or all the tenders without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of TNeGA for good and sufficient reasons.

7.11. Arbitration and Jurisdiction

- a. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by Sole Arbitrator to be appointed by the CEO, TNNeGA.
- b. If the sole arbitrator so appointed dies, resigns, incapacitated, or withdraws for any reason from the proceedings, another Sole Arbitrator shall be appointed by the CEO, TNNeGA. The Sole Arbitrator so appointed shall proceed with the reference from the stage, where his predecessor had left if both parties consent for the same.
- c. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
- d. It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest.
- e. The Arbitrator tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.
- f. The venue of the arbitration shall be Chennai and language English. The fees of the sole arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties.
- g. Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this Clause.
- h. Subject to the above, the Courts in Chennai alone shall have jurisdiction in this matter.

8. Scope of the Project

8.1. About the Department

Tamil Nadu is one among the Pioneer States in our country in terms of economic and industrial growth. The rapid rate of industrial development has been achieved in our state by the provision of infrastructure facilities and abundance of well qualified and skilled manpower. The Directorate of Industrial Safety and Health plays a pivotal role in ensuring industrial peace in Tamil Nadu. The pragmatic approach in the enforcement of Factories Act and allied labour laws have culminated in a Safe and Healthy industrial climate that is conducive for many multi-national companies to establish their manufacturing units in our state.

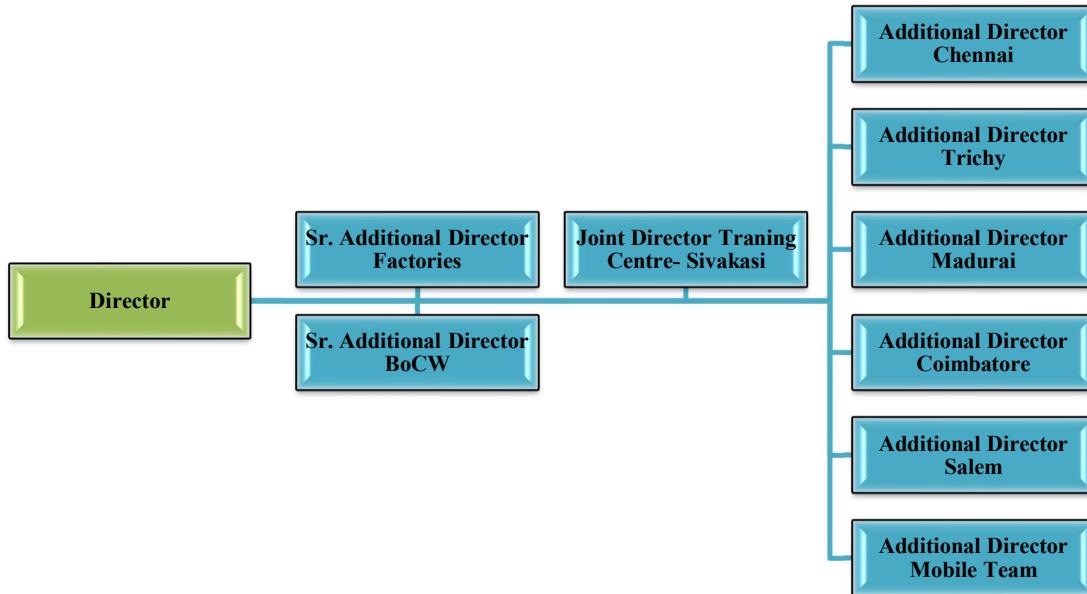
In Tamil Nadu as on 31.03.2021, 46,899 factories have been registered under

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Factories Act 1948 wherein 23,61,786 workers are employed. The whole structure of industries in Tamil Nadu ranges from automobile, chemical, textile, leather, electronics, fire and match works, cement and engineering units.

The Directorate of Industrial Safety and Health is functioning under Labour Welfare and Skill Development Department, Government of Tamil Nadu and enforces the following central and state Acts along with Tamil Nadu state Rules for the benefit of working population mainly in the organized manufacturing sector and Building & Other Construction Sites.

8.2. Organization Structure



8.3. Overview of the Project

- a. The new online portal shall serve as a platform for applicants to submit applications to avail the services of the Directorate of Industrial Safety and Health. The following functions are carried out by the Directorate of Industrial Safety and Health
 1. Implementation of Labour Legislations in Factories
 2. The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996 and Tamil Nadu Rules, 2006 (BOCW Act & Rules)
 3. Health, Safety, Training and Development in both factories and construction sites

8.4. Project Rationale

- a. Revamped of existing portal and to access all services of TNDISH.

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- b. Access to near real-time and better-quality data for decision support.
- c. A common dashboard to view, monitor and track entire process through hierarchical order.
- d. A common platform required for different stakeholders to share their data as and when it is ready.
- e. To generate all kinds of Analytical Dashboard with MIS reports.

8.5. Stakeholders



8.6. Scope of the Project

- a. The following section illustrates the scope of work to be performed by System Integrator. The SI shall be responsible for successful completion/execution of the activities as specified in this section for the Directorate of Industrial Safety and Health. The areas of work of the selected SI are outlined in the table below:

S. No	Area of Work	Description
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1	Design, Development and Testing of Software application	a. Preparation of SRS and signoff b. Software development (including but not limited to, interface with other applications/gateways) c. Preparation of Test Plan and Test Cases d. Unit and Integration Testing
2	Project Acceptance	a. Preparation of UAT test cases b. Support UAT execution
3	System Requirements	a. Hardware sizing and software requirements
4	Data Migration	a. Data Migration from existing system to new application
5	Training	a. Training to department officials b. Submission of Application User manuals
6	Implementation and Go-Live	a. Support Application security audit by Cert-IN certified agency b. Implementation Plan c. Deployment of Application in SDC d. Implementation of infrastructure in DR & Replication of data in DR e. Project Go-Live
7	Free warranty / Operation & Maintenance	a. Software Support and Maintenance b. Bug fixes, Resolution and Issues Tracker

8.6.1. Web Portal for Directorate of Industrial Safety and Health

- a. The Web portal should disseminate up-to-date information about Directorate of Industrial Safety and Health to the stakeholders.
- b. The Web Portal must have Web Syndication (RSS/Atoms) and mobile and Tablet Responsive web design (RWD). The responsive Web Portal with refreshed visual aesthetics will meet following objectives of the DISH:
 - i. The responsive version will adapt to various resolution including landscape and portrait orientation of the Web Portal.
 - ii. Accessibility across multiple devices (particularly mobile and tablet).

- iii. Improved site usability through simplified and improved navigation.
- iv. Streamline content to convey information of key areas clearly and efficiently.
- c. The Web Portal should have department/organization address locator with Geo Location integrated with Google Maps or OpenStreetMap.
- d. Web Portal should be compatible with all major browsers (i.e., Firefox, Internet explorer, opera, Google Chrome, Safari, etc.)
- e. The Web Portal should be in Bilingual (Tamil & English).
- f. The Web Portal should have Breadcrumbs feature which will help people to be aware of their navigation trail.
- g. The Web Portal must be optimized for Search Engines (Meta-tags, Dynamic Link Creations, and Dynamic Titles, etc.) and also search ability within the web portal.
- h. No Installation of third-party scripts to track user activity ad-scripts, hidden back links to another irrelevant web portal.
- i. Sufficient security measures shall be developed against vulnerabilities, e.g., hacking / SQL injection-attack, etc.
- j. The Web Portal should be in a specific manner so that authorized official can easily maintain the respective content themselves.
- k. There should be a provision for integration of social media.
- l. The Successful Bidder should develop a Web Portal with the concept of less web space and memory. So, web pages can load quickly, but this should also accommodate the requirement of DISH.
- m. The Web Portal should have Collaboration and Feedback capabilities to enable interaction among the stakeholders. Following capabilities should be made available:
 - i. FAQs
 - ii. Feedback Mechanism
- n. Passwords should not be hard coded in any Web Portal configuration either as a file or as plaintext. Passwords should be properly hashed and salted to reduce the effectiveness of password cracking.
- o. The Web Portal should have functionality of internal search and also advance search.
- p. The Web Portal should be responsible for ensuring that all the Software, Plugins, Scripts, etc., used for the development of the Web Portal is updated with the latest patches and are free of any known vulnerabilities. The updation of patches should be carried out within 15 days from the date of announcement of the patch by OEM (in the case of High Critical Vulnerabilities).

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- q. The Successful Bidder has to study the requirement in consultation with DISH and develop the Web Portal accordingly after due approval of concerned authority.
- r. The Web Portal should confirm the accessibility standards so that it caters to every single citizen irrespective of their disability (WCAG 2.1, GIGW guidelines) and also W3C standards.
- s. The Successful Bidder must ensure that any violation related to copyrights, law related to images, templates, code, etc.
- t. The Successful Bidder must ensure an easier integration of 3rdParty Applications using web services or APIs.
- u. Web Portal: Revamp of existing web portal (www.dish.tn.gov.in)

8.7. Scope of Work

- a. The services provided by the DISH to be offered through the new online portal are detailed in the following sections.
 - 1. Content Management System
 - 2. Registration Module
 - i. Occupier
 - ii. Employer
 - iii. Contractor
 - iv. Manager
 - 3. Factories Act
 - i. Plan Approval
 - ii. Registration & Licensing
 - iii. Renewal of Factory License
 - iv. Amendment of License
 - v. Transfer Of License
 - 4. Building and other Construction Workers Act
 - i. Registration
 - ii. Amendment of Registration
 - 5. Contract Labour Act
 - i. Registration
 - ii. Amendment of Registration
 - iii. Licensing
 - iv. License Renewal
 - v. Amendment of License
 - 6. Interstate Migrant Workmen Act
 - i. Registration
 - ii. Amendment of Registration
 - iii. Licensing
 - iv. License Renewal

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- v. Amendment of License
- 7. Pressure Vessels Testing
- 8. National and Festival Holidays Act
 - i. Specification of Festival Holidays
 - ii. Amendment of Festival Holidays
- 9. Medical Examination of Workers under Factories Act
- 10. Exemptions
 - i. Creche
 - ii. Ambulance Room
 - iii. Occupational Health Centre
 - iv. Canteen Facility
 - v. Service Card
 - vi. Overtime Exemption
- 11. Risk based Inspection Module
 - i. Scheduling of Inspection
 - ii. Report on Inspection
- 12. Combined Annual Return
- 13. Submission of Statutory Notices
- 14. Change of Manager
- 15. Removal of the Factory
- 16. Grievance Redressal System
- 17. Mobile Application
- 18. Bilingual
- 19. History & Audit Trails
- 20. MIS report
- 21. Data Migration from Existing portal
- 22. Third Party Integration
 - i. Aadhaar Integration
 - ii. SBI MOPS Payment System
 - iii. SMS/e-Mail Gateway
 - iv. Integration with National Statistical Office Portal
 - v. Integration with Shram Suvidha Portal
 - vi. Integration with Single Window Portal
- 23. Modification on the services in line with Occupational Safety, Health and Working Conditions Code 2020.

8.7.1. Service Description

8.7.1.1. Content Management System

- a. Content Management Module - User shall be able to upload the Content such as Photo,

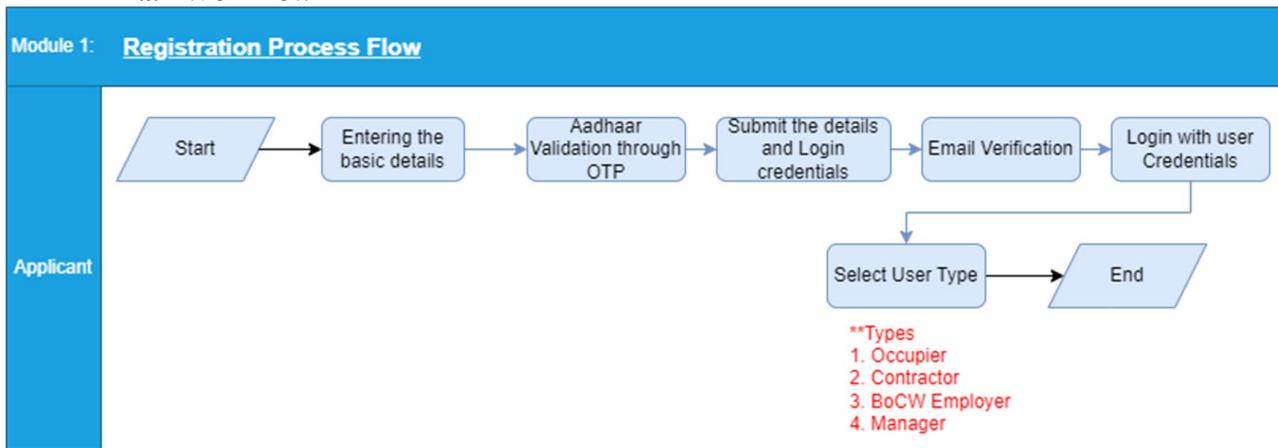
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News, Contact detail, Videos, etc. on the Web Portal. Contents must be in Unicode format. Content Management System should have following features or capabilities:

- i. Content Authoring, Publishing, Delivery, Content Storage Management, Content exit and Archival.
- ii. Should have pre-configured generic templates and workflows for the content management.
- iii. Separation of content from presentation, which allows authors to focus on content Request for Proposal rather than web design.
- iv. Management of revision, approval, publishing and archiving processes in an easy and automated manner.
- v. Centralized template management for consistency within website.
- vi. Facilitated metadata generation and management which enables effective content discovery.
- vii. Content storage management of all types of content; text graphic, audio, video, etc.
- viii. In context contribution, purview, updates, and approvals.
- ix. Email notifications for automated content edits and reviews.
- x. Native content conversion to web formats.
- xi. The contents (Text(Tamil & English), Audio, Video, etc.,) are provided by DISH
- xii. CMS should be able to generate content feeds

8.7.1.2. Registration Module

a. Workflow



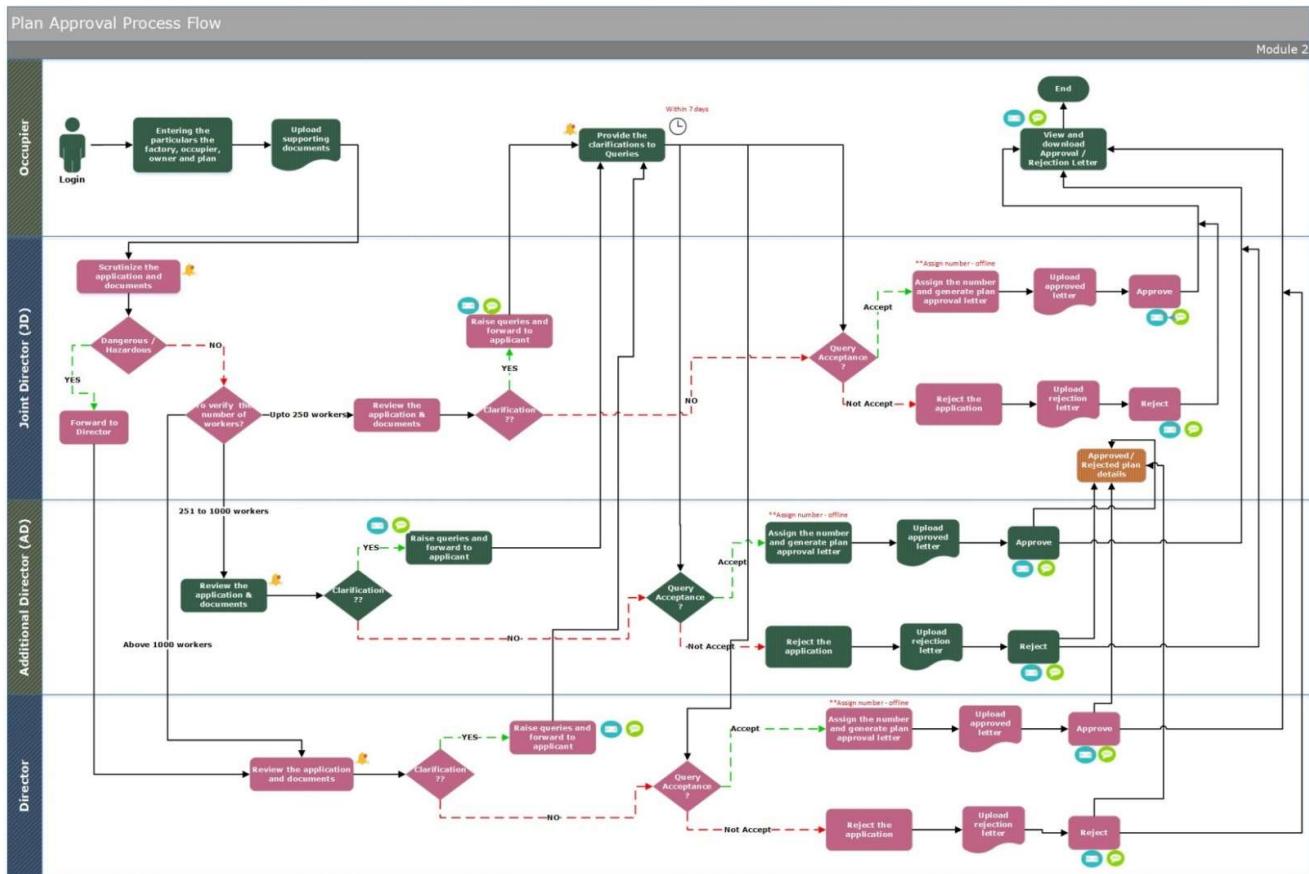
Registration Module

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Service	Registration (Under DISH)
Objective	The users should be registered through online portal with Aadhaar Authentication and can choose the roles (Occupier, Employer and Contractor etc.,) once the User Logs In.
Actors	<ul style="list-style-type: none"> • Applicant (Individual/Firm/Company) • Approving Authority
Supporting Documents	<ul style="list-style-type: none"> • Photo of the applicant • Proof of the address • PAN Card • GST Number (only for company)
Functional Requirements	<ul style="list-style-type: none"> • One – time enrolment • Validates whether the applicant is registered or not. • Time limit for registration shall be 07 working days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	NIL
Main Scenario	<ul style="list-style-type: none"> • Applicant has to fill the registration application enclosed with all necessary documents through online. • Applicant should enter their Aadhar number and system should validate whether the applicant is registered or not? If the applicant is registered, then the system should allow them to access this portal otherwise system shouldn't allow the applicant to access this portal. • After the successful validation, the applicant can enter their login credentials and finally submits the application. • Applicant receives the successful registration message and the system may send an activation link/OTP to registered mail id. • Applicant may activate the link/verify OTP, after the successful mail verification the system activates their profile and the same is communicated to applicant via SMS/e-mail.
Output	Registration, alert message

8.7.1.3. Factories Act

8.7.1.3.1. Plan Approval **a. Workflow**



Factories Act	
Service	Plan Approval
Objective	The applicant should apply through online portal for getting approval of plan for the new construction or extension of factory
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director

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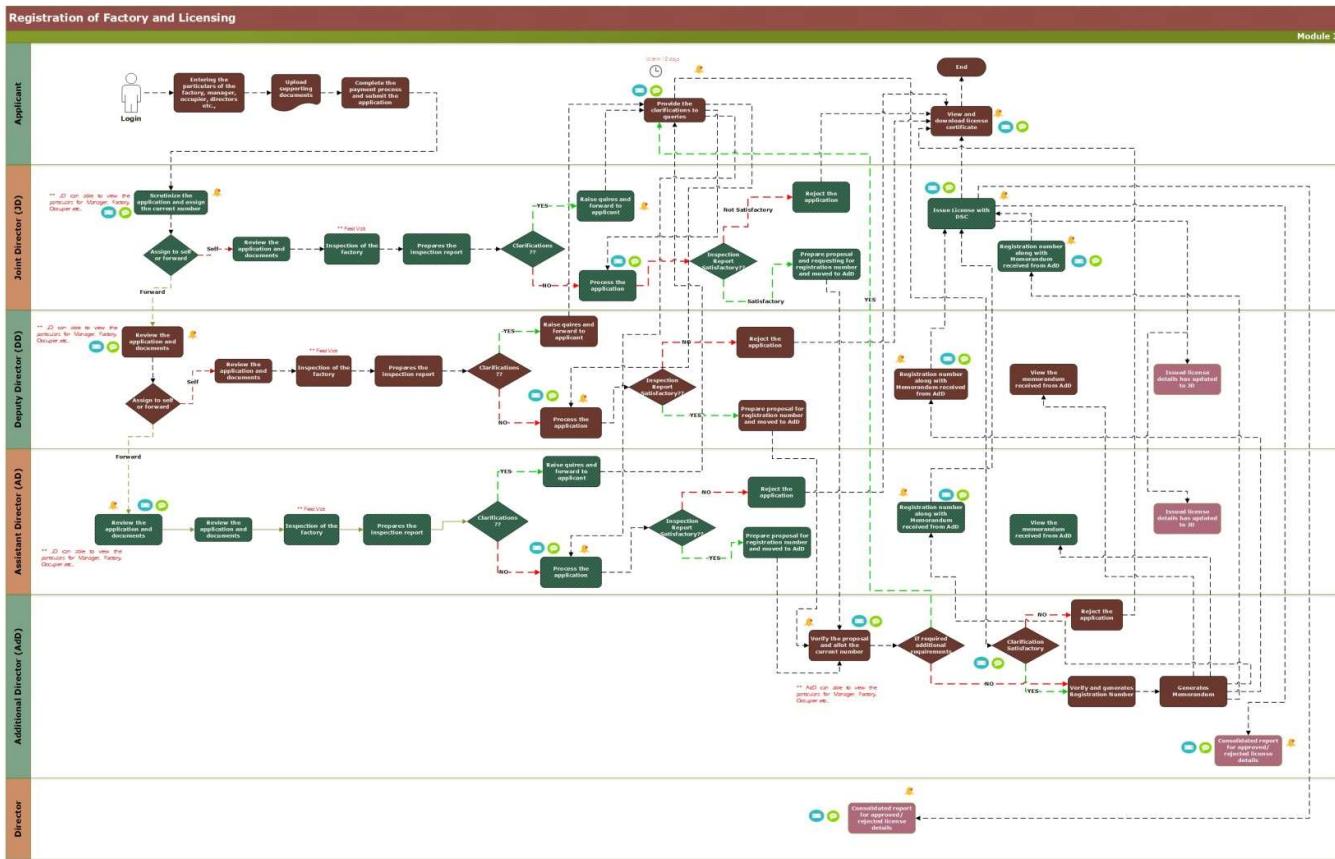
	<ul style="list-style-type: none"> • Joint Director
Supporting Documents	<ul style="list-style-type: none"> • Form No 1 (downloaded / digitally signed) • Topo Plan, site plan (1:400 scale), Detailed plan (1:100 scale) of buildings along with the machinery installation details. • Process Flow Chart • Supporting document for occupation of premises (Copy of Sale deed/Lease deed/Rental deed etc.,) • Proof of Identity of Occupier • Proof of Address of Occupier
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	NIL
Main Scenario	<ul style="list-style-type: none"> • Applicant has to fill the application with all necessary documents enclosed through online. • JD receives the notification from Occupier through SMS or e-Mail • JD scrutinizes the application along with the supporting documents and verify the application whether the application is Dangerous or Hazardous, if the application is not dangerous or hazardous then the application is processed by JD and if the application is dangerous or hazardous then the application is directly forwarded to Director for approval process • If No – Dangerous/Hazardous <ul style="list-style-type: none"> ➢ JD will verify the number of workers, if the workers are above 251 to 1000 means the application is forwarded to Additional Director for approval process and if the number of workers is above 1000 then the application has to be forwarded to Director for approval process. Moreover, if the application is up to 250 JD will process the application • Workers up to 250 process <ul style="list-style-type: none"> ➢ JD will scrutinize the application along with the supporting documents, during the verification if JD having any clarification on the application then the JD will raise the queries to occupier. ➢ In this connection, the occupier has received the notification from JD for requesting the clarifications on that application.

	<ul style="list-style-type: none">➤ Further, the Occupier will clarify the query which was raised by JD and the occupier will provide the replies on the queries within 7 days, if there is any delay the system generates auto notification to the occupier and system should auto reject the application.➤ Moreover, JD will prepare the report based on the replies received from Occupier, if the report is not satisfactory, the JD may reject the application along with remarks. If the report is satisfactory, the JD will approve the application and assign the number for this file and generate the plan approval certificate and digitally signed through DSC.➤ Finally, JD will upload the approved/rejected letter and the same has triggered at Occupier login and occupier can able to view/download the application and sent the notification to occupier though SMS/eMail. <ul style="list-style-type: none">● Workers above 251 to 1000<ul style="list-style-type: none">➤ AD will scrutinize the application along with the supporting documents, during the verification if AD having any clarification on the application then the AD will raise the queries to occupier.➤ In this connection, the occupier received the notification from AD for requesting the clarifications on that application.➤ Further, the Occupier will clarify the query which was raised by AD and the occupier will provide the replies on the queries within 7 days, if there is any delay the system generates auto notification to occupier.➤ Moreover, AD will prepare the report based on the replies received from Occupier, if the report is not satisfactory, the AD may return the application along with remarks. If the report is satisfactory, the AD will approve the application and assign the number for this file and generate the plan approval certificate and digitally signed though DSC.➤ Finally, AD will upload letter for approved/rejected and the same has triggered at Occupier login and occupier can able to view/download the application and sent the notification to occupier though SMS/eMail. <ul style="list-style-type: none">● If Yes Dangerous or Hazardous & Above 1000 workers
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	<ul style="list-style-type: none">➤ Director will scrutinize the application along with the supporting documents, during the verification if Director having any clarification on the application then the Director will raise the queries to occupier.➤ In this connection, the occupier receives the notification from Director for requesting the clarifications on that application.➤ Further, the Occupier will clarify the queries which was raised by Director and the occupier will provide the replies on the queries within 7 days, if have any delay the system generates auto notification to the occupier and system should auto reject the application.➤ Moreover, Director will prepare the report based on the replies received from Occupier, if the report is not satisfactory, the Director may return the application along with remarks. If the report is satisfactory, the Director will approve the application and assign the number for this file and generate the plan approval certificate and digitally signed though DSC.➤ Finally, Director will upload letter for approved/rejected and the same is triggered at Occupier login and occupier can able to view/download the application and sent the notification to occupier though SMS/eMail.
Output	Plan Approval Letter, alert message

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8.7.1.3.2. Registration & Licensing
a. Workflow



Factories Act	
Service	Registration & Licensing
Objective	Persons who propose to start the factory should apply through online portal along with the payment of appropriate fee to the concerned Joint Director, ISH for getting the license
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Assistant Director
Supporting Documents	<ul style="list-style-type: none"> • Form No 2 (downloaded/digitally signed by occupier and manager) • Supporting documents for occupation of premises (copy of Sale deed/Lease deed/Rental deed etc.) • Proof of Occupier Identity • Proof of Occupier Address • Proof of Manager Identity • Proof of Manager Address

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	<ul style="list-style-type: none"> • Copy of Memorandum of Association and Articles of Association under companies Act/Copy of Partnership deed • List of Machinery along with Horsepower details
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration • validation must be as per relevant checklists at entry level itself
Application Fees	Based on the Horse Power & Man Power
Main Scenario	<ul style="list-style-type: none"> • Applicant has to fill the application enclosed with all necessary documents through online. • System should auto calculate for the payment fees based on the Horse Power and Man power details which was entered by occupier and occupier need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD will receive the notification from occupier through SMS or e-Mail • JD will scrutinize the application along with the supporting documents and if necessary, JD will assign the work to some other JD's / Deputy Director (DD) or JD will assign the work to himself for further process. • JD Level Process <ul style="list-style-type: none"> ➢ JD will scrutinize the application along with the supporting documents and can able to view the particulars of occupier such as factory, Manager, Directors etc., ➢ Next, JD schedules a plan to inspect the factory, after the inspection JD (Field level inspection) prepares the inspection report and during the verification if JD requires any clarification on the application then the JD raise queries to occupier. ➢ In this connection, the occupier receives the notification from JD for requesting the clarifications on that application. ➢ Further, the Occupier provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier. ➢ Moreover, JD prepares the report based on the replies received from Occupier

	<p>If the inspection report is not satisfactory, the JD rejects the application and same has forward to occupier along with remarks. If the report is satisfactory, then the JD requests registration number to AdD along with report.</p> <ul style="list-style-type: none">➤ AdD receives the alert notification for new application received from JD through SMS/e-Mail.➤ AdD can be able to view the particulars of occupier such as factory, Manager, Directors etc.,➤ AdD verifies the application and assigns the current number and during the verification, if AdD requires any clarification on the application then the AdD raise queries to occupier.➤ In this connection, the occupier receives the notification from AdD for requesting the clarifications on that application.➤ Further, the Occupier provides clarification for the queries which was raised by AdD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier.➤ Moreover, AdD prepares the report based on the replies received from Occupier.➤ If the inspection report is not satisfactory, the AdD rejects the application and same has forward to occupier along with remarks. If the report is satisfactory, then the AdD generates the registration/license number and memorandum and forward to JD. JD reviews and approves the application and issues the license with digital sign via DSC.➤ Finally, JD uploads the approved/rejected& memorandum certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. <p>● DD Level Process</p> <ul style="list-style-type: none">➤ DD receives the notification from JD for new application➤ DD scrutinizes the application along with the supporting documents and if necessary, DD assigns the work to some Assistant Director (AD) or DD assigns the work to himself for further process
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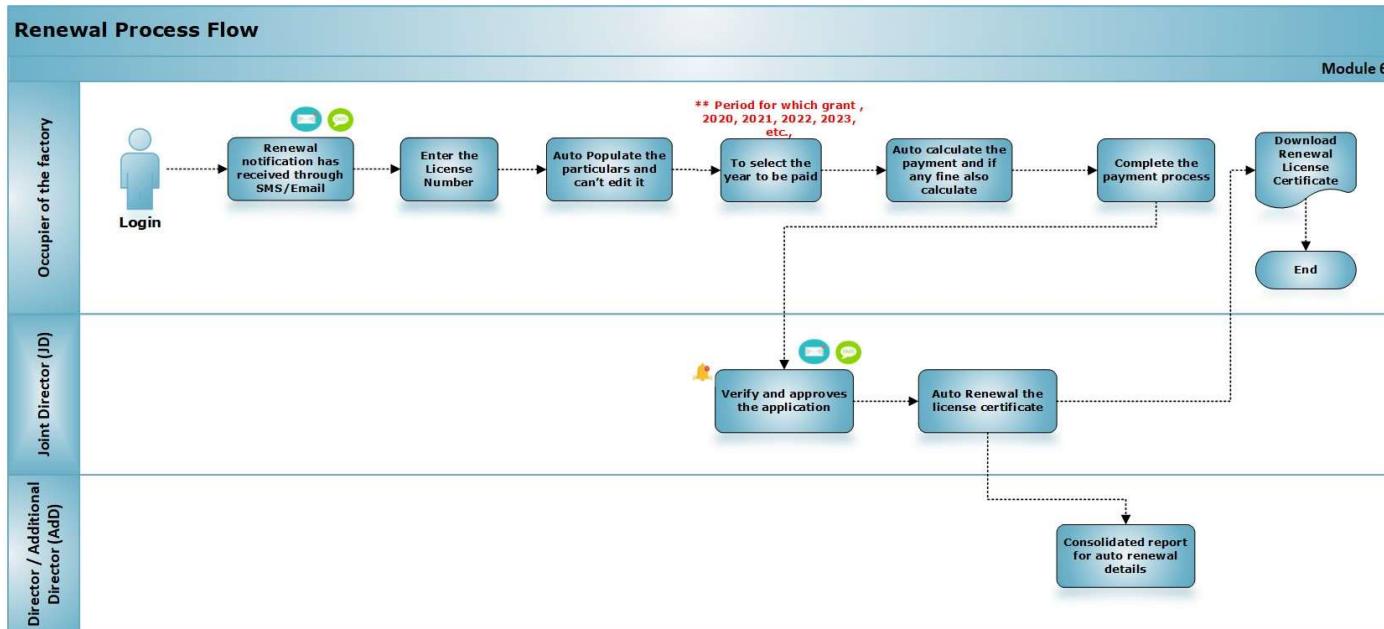
	<ul style="list-style-type: none">➤ DD can able to view the particulars of occupier such as factory, Manager, Directors etc.,➤ Next, DD schedules a plan to inspect the factory, after the inspection DD (Field level inspection) prepares the inspection report and during the verification if DD requires any clarification, then the DD raises the query to occupier.➤ In this connection, the occupier receives the notification from DD for requesting the clarifications on that application➤ Further, the Occupier clarifies the query which was raised by DD and the occupier provides the replies on the queries within 7 days, if there is any delay the system should generate auto notification to occupier.➤ Moreover, DD prepares the report based on the replies received from Occupier. If the inspection report is not satisfactory, the DD rejects the application and the same has forward to occupier along with remarks. If the report is satisfactory, then the DD requests registration number to AdD along with report.➤ AdD receives the alert notification for new application received from DD through SMS/e-Mail and AdD can able to view the particulars of occupier such as factory, Manager, Directors etc.,➤ AdD verifies the application and assigned the current number and during the verification if AdD requires any clarification on the application then the AdD raise queries to occupier.➤ In this connection, the occupier receives the notification from AdD for requesting the clarifications on that application.➤ Further, the Occupier provides clarification for the queries which was raised by AdD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier and system should auto reject the application.➤ Moreover, AdD prepares the report based on the replies received from Occupier.➤ If the inspection report is not satisfactory, the AdD rejects the application and same has forward to occupier along with remarks. If the report is satisfactory, then the AdD generates the registration/license
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	<p>number and memorandum approves the application and forward to DD. Then, DD forwards the approved application to JD.</p> <ul style="list-style-type: none">➤ Next, JD reviews the application and issues the license with digital sign via DSC.➤ Finally, JD uploads the approved/rejected& memorandum certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. <ul style="list-style-type: none">● AD Level Process<ul style="list-style-type: none">➤ AD receives the notification from DD for new application➤ AD scrutinizes the application along with the supporting documents, and AD can be able to view the particulars of occupier such as factory, Manager, Directors etc.,➤ Next, AD schedules a plan to inspect the factory, after the inspection AD (Field level inspection) prepares the inspection report and during the verification if AD requires any clarification, then the AD raises the query to occupier.➤ In this connection, the occupier receives the notification from AD for requesting the clarifications on that application➤ Further, the Occupier clarifies the query which was raised by AD and the occupier provides the replies on the queries within 7 days, if there is any delay the system generates auto notification to the occupier and system should auto reject the application.➤ Moreover, AD prepares the report based on the replies received from Occupier. If the inspection report is not satisfactory, the AD rejects the application and the same has forward to occupier along with remarks. If the report is satisfactory, then the AD requests registration number to AdD along with report.➤ AdD receives the alert notification for new application received from AD through SMS/e-Mail and AdD can be able to view the particulars of occupier such as factory, Manager, Directors etc.,
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	<ul style="list-style-type: none"> ➤ AdD verifies the application and assigned the current number and during the verification if AdD requires any clarification on the application then the AdD raise queries to occupier. ➤ In this connection, the occupier receives the notification from AdD for requesting the clarifications on that application. ➤ Further, the Occupier provides clarification for the queries which was raised by AdD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier and system should auto reject the application. ➤ Moreover, AdD prepares the report based on the replies received from Occupier. ➤ If the inspection report is not satisfactory, the AdD rejects the application and same has forward to occupier along with remarks. If the report is satisfactory, then the AdD generates the registration/license number and memorandum approves the application and forward to AD. ➤ Upon receiving the registration number, the AD prepares the report and forwards to JD for approval process and system should send auto notification to JD for approving the application. ➤ JD verifies and generates the registration/license number and approves the application and issues the license with digital sign via DSC. ➤ Therefore, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. ➤ Finally, JD uploads the approved/rejectedcertificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can able to view/download their certificate.
Output	Factory Registration/Licensing, alert message

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8.7.1.3.3. Renewal of Factory License
a. Workflow



Factories Act

Service	Renewal of Factory License
Objective	For getting the renewal of license, the occupier should apply through the online portal along with the payment of prescribed fees for renewal to the concerned Joint Director, ISH not less than two months before the date of expiry of license.
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director
Supporting Documents	<ul style="list-style-type: none"> • Form No 2 (downloaded/digitally signed) • Proof for Occupier Identity (In case of amendment) • Proof for Occupier Address (In case of amendment) • Proof for Manager Identity (In case of amendment) • Proof for Manager Address (In case of amendment) • Memorandum of articles of Association under Companies Act / Partnership Deed (In case of amendment) • List of Machinery with Horse Power details (In case of amendment)
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration • validation must be as per relevant checklists at entry level itself

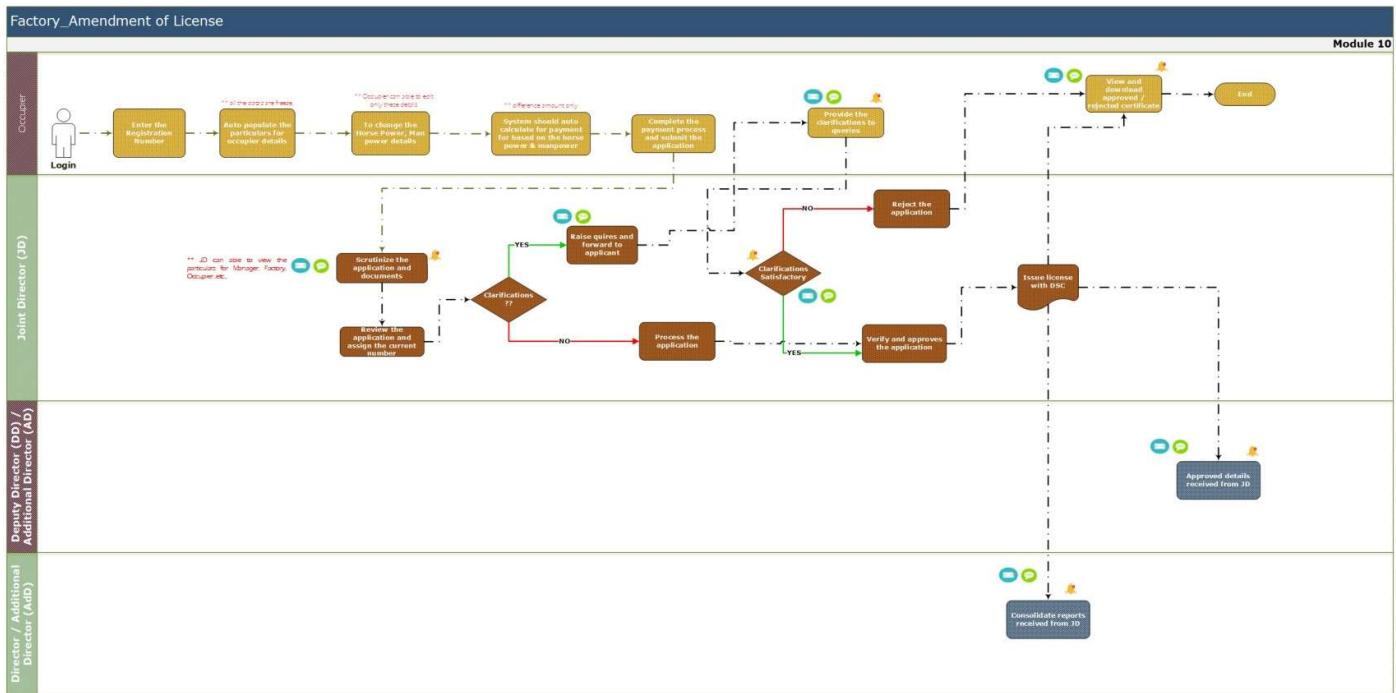
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Application Fees	Based on the years (2018, 2019, 2020, 2021 etc.,) and Horse Power & Man Power (if required)
Main Scenario	<ul style="list-style-type: none"> • System should generate auto notification for before the date of expiry of license to occupier via SMS/eMail. • Based on the notification, Occupier should enter their RC number, then system should auto populate their particulars such as Manager, Contractor, etc., and these details should be freezed and occupier shouldn't able to edit those details. • Occupier should choose the period for which grant belongs to i.e., 2018, 2019, 2020, 2021 etc., and system should auto calculate for the payment fees based on the selection of years which was entered by occupier and occupier need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from occupier through SMS or e-Mail. • JD verifies and approves the application, then the system should generate auto renewal of the license and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for License renewal status. Then, the occupier can able to view/download their certificate. • Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status • Finally, JD prepares the consolidated reports for renewal of license details and the same has forward to Director and Additional Director.
Output	License Renewal Certificate, Alert Message

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8.7.1.3.4. Amendment of License

a. Workflow



Factories Act

Service	Amendment of License
Objective	For getting the amendment of license, the occupier should apply through the online portal along with the payment of prescribed fees for amendment to the concerned Joint Director, ISH
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Additional Director
Supporting Documents	<ul style="list-style-type: none"> • Form No 2 (downloaded/digitally signed by occupier and manager) • Supporting documents for occupation of premises (copy of Sale deed/Lease deed/Rental deed etc.) • Proof of Occupier Identity • Proof of Occupier Address • Proof of Manager Identity • Proof of Manager Address • Copy of Memorandum of Association and Articles of Association under companies Act/Copy of Partnership deed • List of Machinery along with Horsepower details

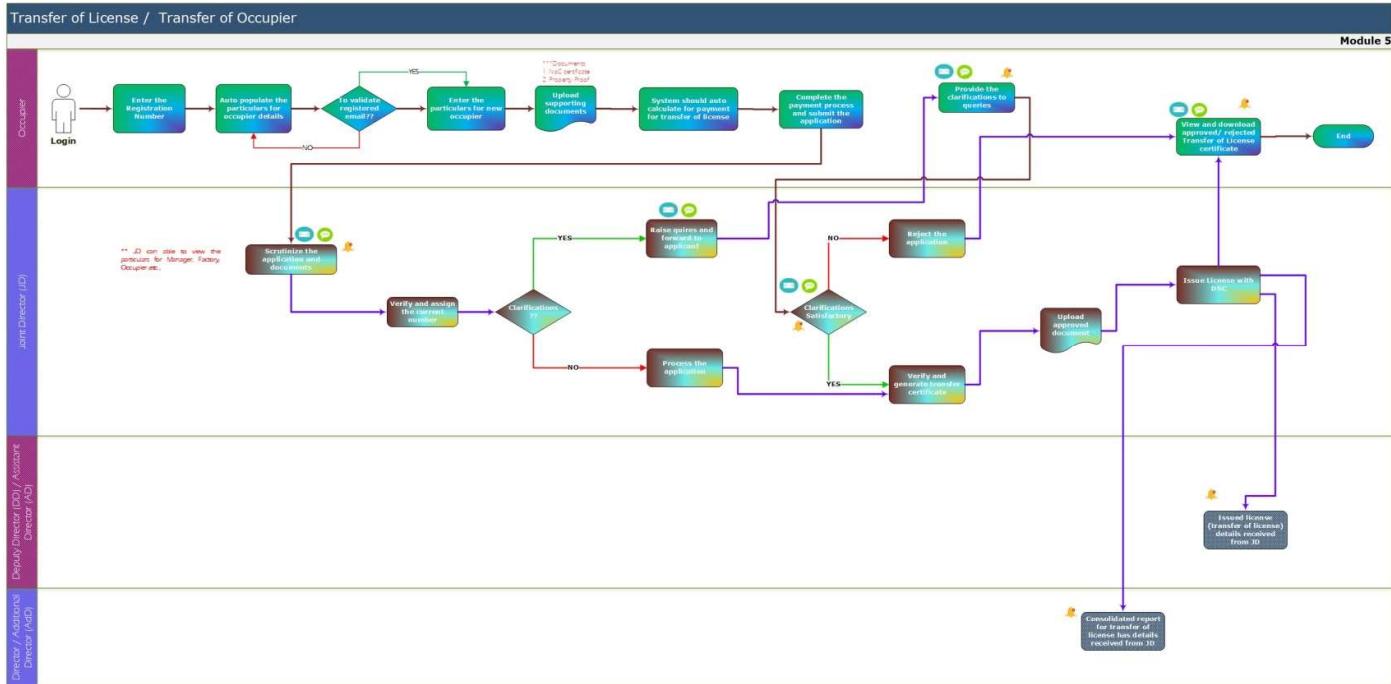
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is already registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration • validation must be as per relevant checklists at entry level itself
Application Fees	Based on the Horse Power & Man Power
Main Scenario	<ul style="list-style-type: none"> • Occupier should enter their RC number, then system should auto populate their particulars such as Manager, Contractor, etc., and these details should be freezed and occupier shouldn't able to edit those details. • Occupier can able to edit Horse power and Man power details, then the system should auto calculate for the payment fees based on the Horse Power and Man power details which was entered by occupier and occupier need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD will receive the notification from occupier through SMS or e-Mail and JD can able to view the particulars of Factory, Manager etc., and these details should be freezed. • JD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if JD requires any clarification on the applications then the JD raise queries to occupier. • In this connection, the occupier receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail. • Further, the Occupier provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier and system should auto reject the application. • Moreover, JD prepares the report based on the replies received from Occupier. If the report is not satisfactory, the JD rejects the application and same has forward to occupier along with remarks. • If the report is satisfactory, then the JD verifies and approves the application and issue the Amendment License with digital sign via DSC. • Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status • Finally, JD uploads the approved/rejected certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail

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	to occupier for approved/rejected application status. Then, the occupier can able to view/download their certificate.
Output	Amendment of License, alert message

8.7.1.3.5. Transfer of License

a. Workflow



Factories Act	
Service	Transfer of License
Objective	For getting the license transferred to the new occupier, application should be made through the online portal along with the payment of prescribed fees to the concerned Joint Director, ISH
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Additional Director
Supporting Documents	<ul style="list-style-type: none"> • No Objection Certificate • Property Proof

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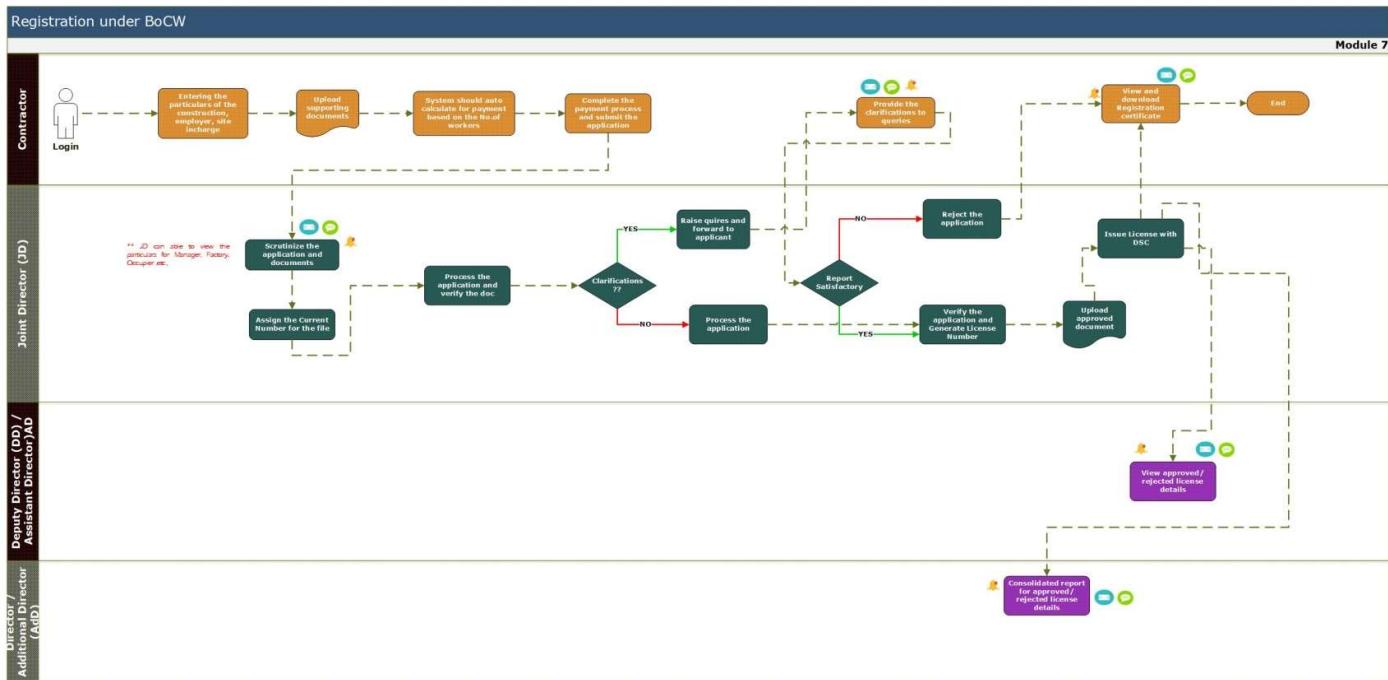
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is already registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration • validation must be as per relevant checklists at entry level itself
Application Fees	Based on the Act (Transfer of License)
Main Scenario	<ul style="list-style-type: none"> • Occupier should enter their RC number, then system should auto populate their particulars such as Manager, Contractor, etc., and these details should be freezed and occupier shouldn't able to edit those details. • Next, system should validate their registered email ID, if the email ID is valid then the applicant should be able to access the application for further process. If the email ID is not valid, then the system shouldn't allow the applicant to access this application • Occupier can able to add the New Contractor details and should uploads the supporting documents (NoC, Property Proof), then the system should auto calculate for the Transfer of License fees details which was entered by occupier and occupier need to complete the payment process (Only for difference amount only) before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from occupier through SMS or e-Mail and JD can able to view the particulars of Factory, Manager etc., and these details should be freezed. • JD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if JD requires any clarification on the applications, then the JD raise queries to occupier. • In this connection, the occupier receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail. • Further, the Occupier provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier and system should auto reject the application. • Moreover, JD prepares the report based on the replies received from Occupier. If the report is not satisfactory, the JD rejects the application and same has forward to occupier along with remarks.

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	<ul style="list-style-type: none"> If the report is satisfactory, then the JD verifies and approves the application and issue the Transfer of License with digital sign via DSC. Therefore, JD uploads the approved/rejected certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Transfer of License, alert message

8.7.1.4. Building and other construction workers Act

8.7.1.4.1. Registration a. Workflow



Building and other construction workers Act	
Service	Registration
Objective	The Employer of the BOCW establishment has to apply through online portal along with the appropriate fees, to the concerned Joint Director, ISH(BOCW)

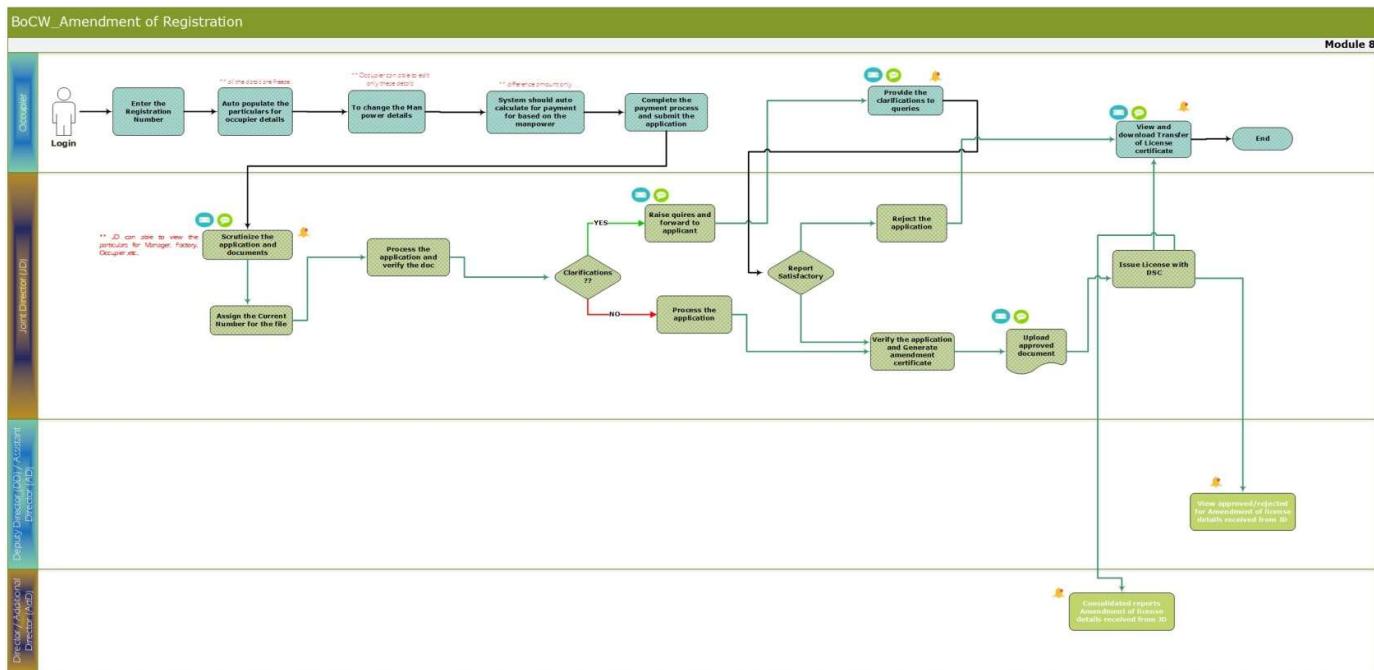
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Actors	<ul style="list-style-type: none"> • Employer • Director • Additional Director • Joint Director • Deputy Director • Assistant Director
Supporting Documents	<ul style="list-style-type: none"> • Form 1 (downloaded/digitally signed) • Copy of supporting documents for possession of premises (Sale deed / Lease deed / Rental deed etc) • Proof for Employer Identity • Proof for Employer Address • Proof for Site in-charge Identity • Proof for Site in-charge Address • Copy of Memorandum of Association and Articles of Association under Companies Act / Partnership deed • Local body approval for construction
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 15 days from the date of submission of application for registration • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • is up to 100 : Rs. 500 • exceeds 100 but does not exceed 500: Rs. 1500 • exceed 500: Rs. 3000
Main Scenario	<ul style="list-style-type: none"> • Applicant has to fill the application enclosed with all necessary documents through online. • System should auto calculate for the payment fees based on the No of workers details which was entered by Employer and he need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from Employer through SMS or e-Mail and JD can able to view the particulars of Factory, Manager etc., and these details should be freezed. • JD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if JD requires any clarification on the applications, then the JD raise queries to Employer.. • In this connection, the Employer receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail.

	<ul style="list-style-type: none"> • Further, the Employer provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to Employer and system should auto reject the application. • Moreover, JD prepares the report based on the replies received from Employer. If the report is not satisfactory, the JD rejects the application and same has forward to Employer along with remarks. • If the report is satisfactory, then the JD verifies and generates the License number and approves the application and issue the certificate for BoCW License with digital sign via DSC. • Therefore, JD uploads the approved/rejected certificate and the same is triggered to Employer's dashboard. System should send auto notification via SMS/eMail to Employer for approved/rejected application status. Then, the Employer can able to view/download their certificate. • Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can able to view the application status • Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	BoCW Registration, alert message

8.7.1.4.2. Amendment of Registration
 a. Workflow

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Building and other construction workers Act

Service	Amendment of Registration
Objective	For amendment of Registration certificate, the employer should apply through online portal along with the payment of prescribed fees to the concerned Joint Director, ISH(BOCW).
Actors	<ul style="list-style-type: none"> Employer Director Additional Director Joint Director Deputy Director Assiatant Director
Supporting Documents	<ul style="list-style-type: none"> NIL
Functional Requirements	<ul style="list-style-type: none"> Validates whether the applicant is registered or not. Time limit for registration shall be 15 days from the date of submission of application for registration validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> is up to 100 : Rs. 500 exceeds 100 but does not exceed 500:Rs. 1500 exceed 500:Rs. 3000

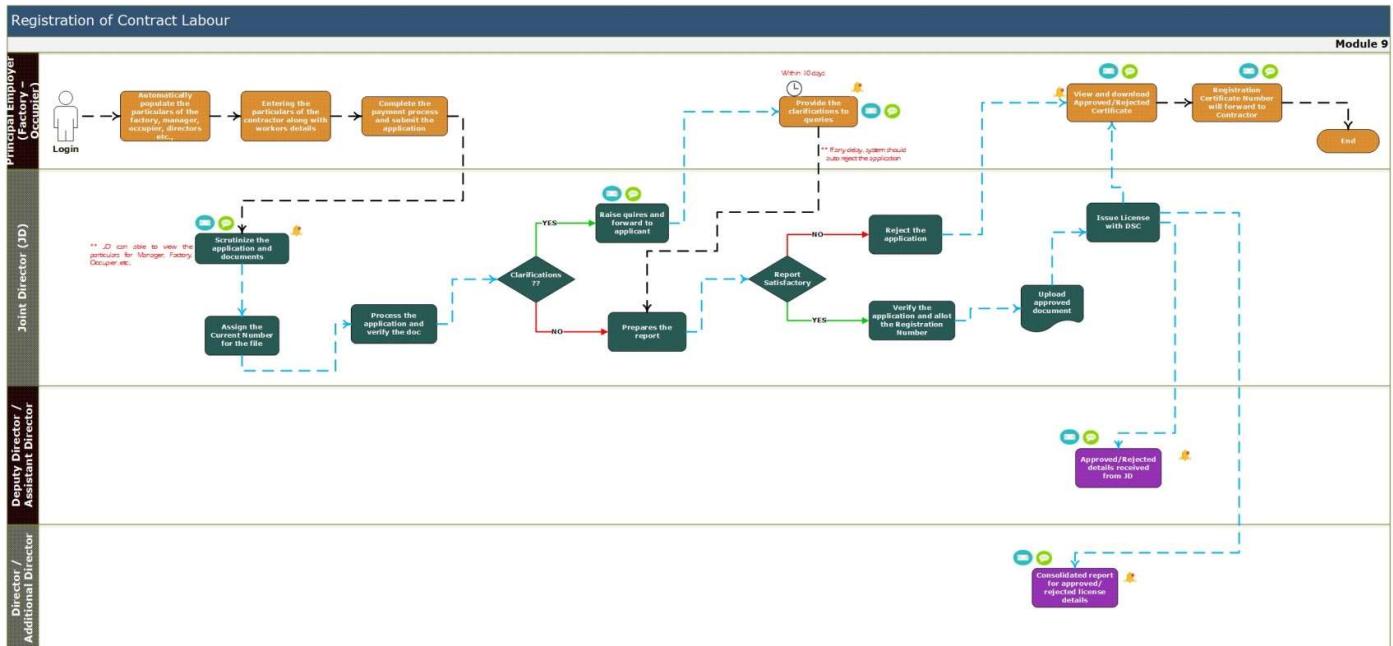
Main Scenario	<ul style="list-style-type: none"> • Employer should enter their RC number, then system should auto populate their particulars such as Manager, Contractor, etc., and these details should be freezed and Employer shouldn't be able to edit those details. • System should provide the provision for Employer to update the particulars for manpower details. • System should auto calculate for the payment fees (difference amount) based on the Manpower details which was entered by Employer and he need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from Employer through SMS or e-Mail and JD can be able to view the particulars of Factory, Manager etc., and these details should be freezed. • JD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if JD requires any clarification on the applications, then the JD raise queries to Employer. • In this connection, the Employer receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail. • Further, the Employer provides clarification for the queries which was raised by JD and the Employer provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the Employer and system should auto reject the application. • Moreover, JD prepares the report based on the replies received from Employer. If the report is not satisfactory, the JD rejects the application and same has forward to Employer along with remarks. • If the report is satisfactory, then the JD verifies and approves the certificate and issue the BoCW Amendment Certificate with digital sign via DSC. • Therefore, JD uploads the approved/rejected certificate and the same is triggered to Employer's dashboard. System should send auto notification via SMS/eMail to Employer for approved/rejected application status. Then, the occupier can be able to view/download their certificate • Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status
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	<ul style="list-style-type: none"> Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director
Output	BoCW Amendment of Registration, alert message

8.7.1.5. Contract Labour Act

8.7.1.5.1. Registration a. Workflow



Contract Labour Act	
Service	Registration
Objective	To engage contract Labour through contractor, the principal employer should apply through online portal along with the payment of prescribed fees to the concerned Joint Director, ISH.
Actors	<ul style="list-style-type: none"> • Principal Employer (Occupier / Manager)

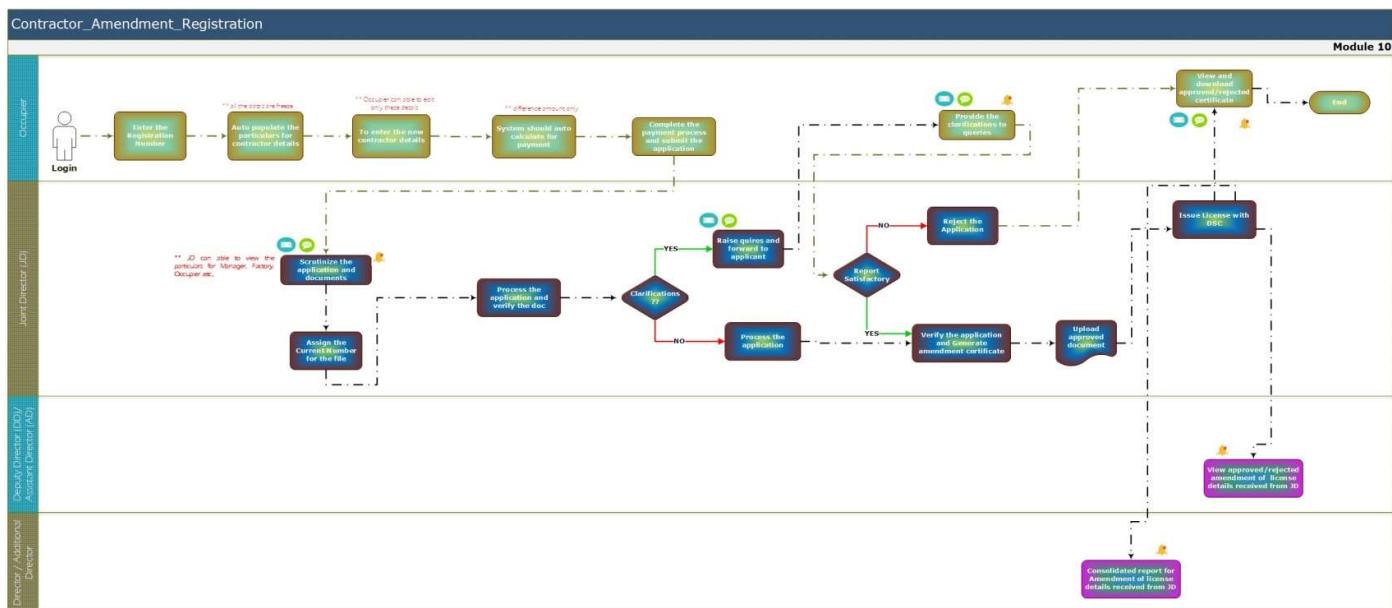
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	<ul style="list-style-type: none"> • Director • Additional Director • Joint Director • Deputy Director •
Supporting Documents	<ul style="list-style-type: none"> • Form 1 (downloaded/digitally signed) • Copy of contract agreements between Principal Employer and Contractors
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 15 days from the date of submission of application for registration • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • does not exceed 50 : Rs. 500 • exceeds 50 but does not exceed 100:Rs. 1000 • exceeds 100 but does not exceed 200: Rs. 2000 • exceeds 200:Rs. 4000
Main Scenario	<ul style="list-style-type: none"> • Principal Employer (Occupier / Manager) should enter their RC number, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and he shouldn't be able to edit those details. • The System should provide the provision for Principal Employer to add the particulars for New Contractor (Multiple contractors) details. • Next, system should auto calculate for the payment fees based on the Manpower details which was entered by Principal Employer and he need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from Principal Employer through SMS or e-Mail and JD can able to view the particulars of Factory, Manager etc., and these details should be freezed. • JD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if JD requires any clarification on the applications, then the JD raise queries to Principal Employer. • In this connection, the Principal Employer receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail.

	<ul style="list-style-type: none"> • Further, the Principal Employer provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the Principal Employer and system should auto reject the application. • Moreover, JD prepares the report based on the replies received from Principal Employer. If the report is not satisfactory, the JD rejects the application and same has forward to occupier along with remarks. • If the report is satisfactory, then the JD verifies and generates the Registration number and approves the application and issue the Contract Labour Registration Certificate with digital sign via DSC. • Therefore, JD uploads the approved/rejected certificate and the same is triggered to Principal Employer's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the Principal Employer can be able to view/download their certificate • Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status • Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director. • Furthermore, Principal Employer should forward the RC number to Contractor for further necessary action
Output	Contractor Registration, alert message

8.7.1.5.2. Amendment of Registration
a. Workflow

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Contract Labour Act

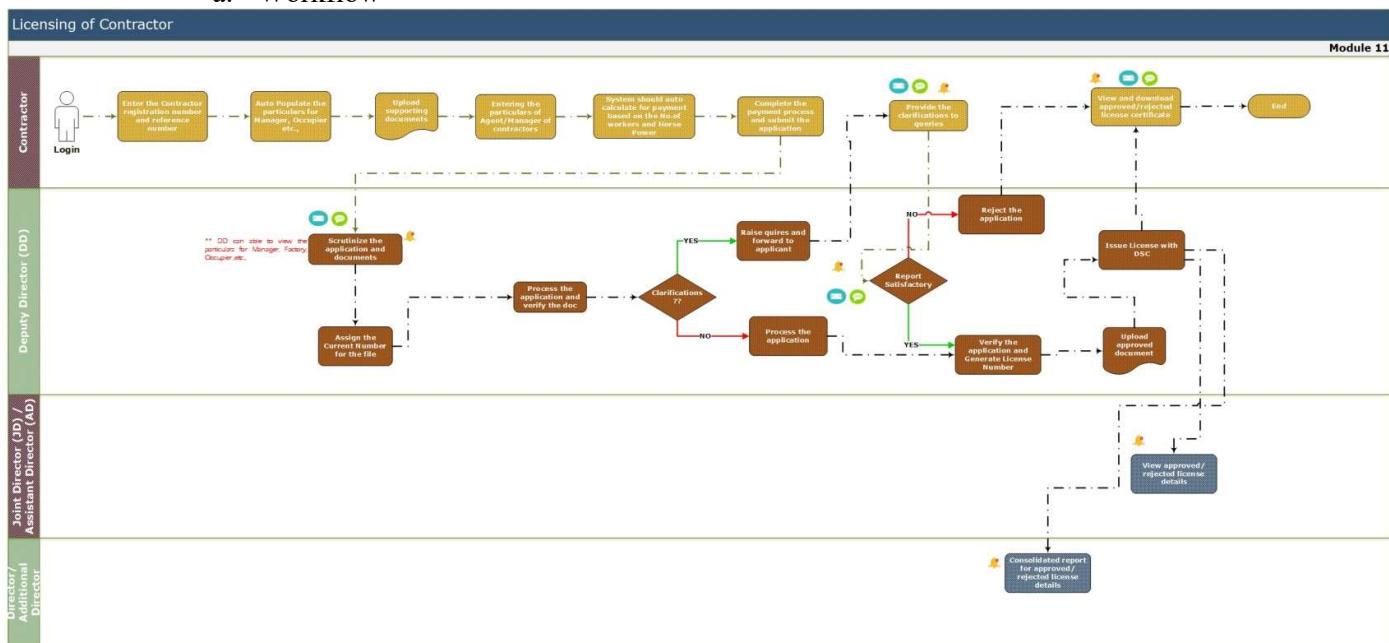
Service	Amendment of Registration
Objective	For amendment of Particulars on engagement of contract labour, the principal employer should apply through online portal along with the payment of prescribed fees to the concerned Joint Director, ISH
Actors	<ul style="list-style-type: none"> Principal Employer (Occupier / Manager) Director Additional Director Joint Director Deputy Director •
Supporting Documents	<ul style="list-style-type: none"> Form 1 (downloaded/digitally signed) Copy of contract agreements between Principal Employer and Contractors
Functional Requirements	<ul style="list-style-type: none"> Validates whether the applicant is registered or not. Time limit for registration shall be 30 days from the date of submission of application for registration. validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> does not exceed 50: Rs. 500 exceeds 50 but does not exceed 100: Rs. 1000 exceeds 100 but does not exceed 200: Rs. 2000 exceeds 200: Rs. 4000

Main Scenario	<ul style="list-style-type: none"> • Principal Employer should enter their RC number, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and he shouldn't be able to edit those details. • The System should provide the provision for occupier to update the particulars for New Contractor details (Amendment of Registration) and to add new contractor or delete the contractor details (Amendment of License). • Next, system should auto calculate for the payment fees (Difference amount only) based on the Manpower details which was entered by Principal Employer and he need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from Principal Employer through SMS or e-Mail and JD can be able to view the particulars of Factory, Manager etc., and these details should be freezed. • JD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if JD requires any clarification on the applications, then the JD raise queries to Principal Employer. • In this connection, the Principal Employer receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail. • Further, the Principal Employer provides clarification for the queries which was raised by JD and the Principal Employer provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the Principal Employer and system should auto reject the application. • Moreover, JD prepares the report based on the replies received from Occupier. If the report is not satisfactory, the JD rejects the application and same has forward to Principal Employer along with remarks. • If the report is satisfactory, then the JD verifies and approves the application and issue the Contract Labour Amendment Registration Certificate with digital sign via DSC. • Therefore, JD uploads the approved/rejected certificate and the same is triggered to Principal Employer's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application
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	<p>status. Then, the Principal Employer can be able to view/download their certificate.</p> <ul style="list-style-type: none"> • Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. • Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Contractor Amendment of Registration, alert message

8.7.1.5.3. Licensing a. Workflow



Contract Labour Act	
Service	Licensing
Objective	Contractor should apply through online portal along with the payment of appropriate fee and Security Deposit, to the concerned Deputy Director, ISH for getting the licence

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Actors	<ul style="list-style-type: none"> • Contractor • Director • Additional Director • Joint Director • Deputy Director
Supporting Documents	<ul style="list-style-type: none"> • Form IV (downloaded and digitally signed) • Form V issued by Principal Employer
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • does not exceed 50: Rs. 2,500 • exceeds 50 but does not exceed 100: Rs. 5,000 • exceeds 100 but does not exceed 200: Rs. 10,000 • exceeds 200: Rs. 20,000
Main Scenario	<ul style="list-style-type: none"> • Contractor receives the RC number from Occupier via SMS/email. • Contractor should enter their RC & Reference number, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and occupier shouldn't be able to edit those details. • The System should provide the provision for contractor to update the particulars for Agent / Manager of Contractors and able to edit the HP & Manpower details. • Next, system should auto calculate for the payment fees based on the Horse Power & Man power details which was entered by contractor and contractor need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Deputy Director (DD). • DD receives the notification from contractor through SMS or e-Mail and DD can be able to view the particulars of Factory, Manager etc., and these details should be freezed. • DD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if DD requires any clarification on the applications, then the DD raise queries to contractor. • In this connection, the contractor receives the notification from DD for requesting the clarifications on that application via SMS/e-Mail.

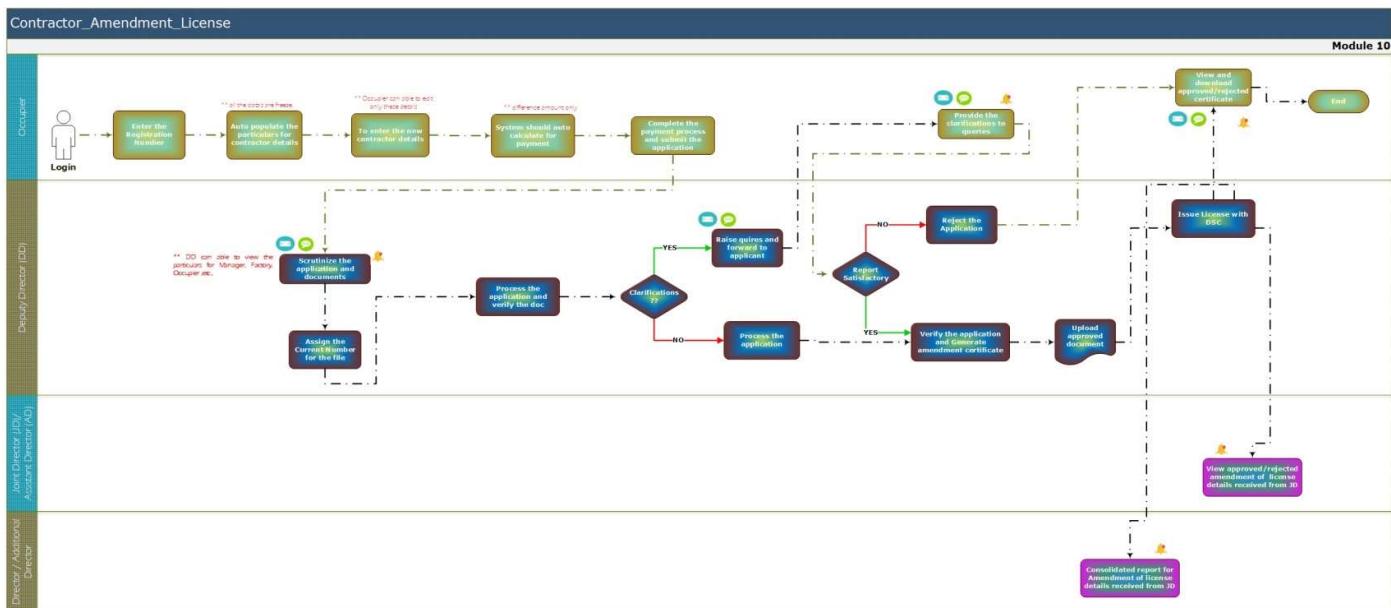
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	<ul style="list-style-type: none"> • Further, the contractor provides clarification for the queries which was raised by DD and the contractor provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the contractor and system should auto reject the application. • Moreover, DD prepares the report based on the replies received from contractor. If the report is not satisfactory, the DD rejects the application and same has forward to contractor along with remarks. • If the report is satisfactory, then the DD verifies and generates the License number and approves the application and issues the Contract Labour License Certificate with digital sign via DSC. • Therefore, DD uploads the approved/rejected certificate and the same is triggered to contractor's dashboard. System should send auto notification via SMS/eMail to contractor for approved/rejected application status. Then, the contractor can be able to view/download their certificate. • Next, DD forwards the approved/rejected application details to JD/AD. Then, JD/AD can be able to view the application status. • Finally, DD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Certificate for Contractor License, alert message

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8.7.1.5.4. Amendment of License

a. Workflow



Contract Labour Act

Service	Amendment of License
Objective	Contractor should apply for the amendment of licence through online portal, to the concerned Deputy Director, ISH, along with prescribed license fees
Actors	<ul style="list-style-type: none"> • Contractor • Director • Additional Director • Joint Director • Deputy Director
Supporting Documents	<ul style="list-style-type: none"> • Form 1 (downloaded/digitally signed) • Copy of contract agreements between Principal Employer and Contractors
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • does not exceed 50: Rs. 500 • exceeds 50 but does not exceed 100: Rs. 1000 • exceeds 100 but does not exceed 200: Rs. 2000 • exceeds 200: Rs. 4000

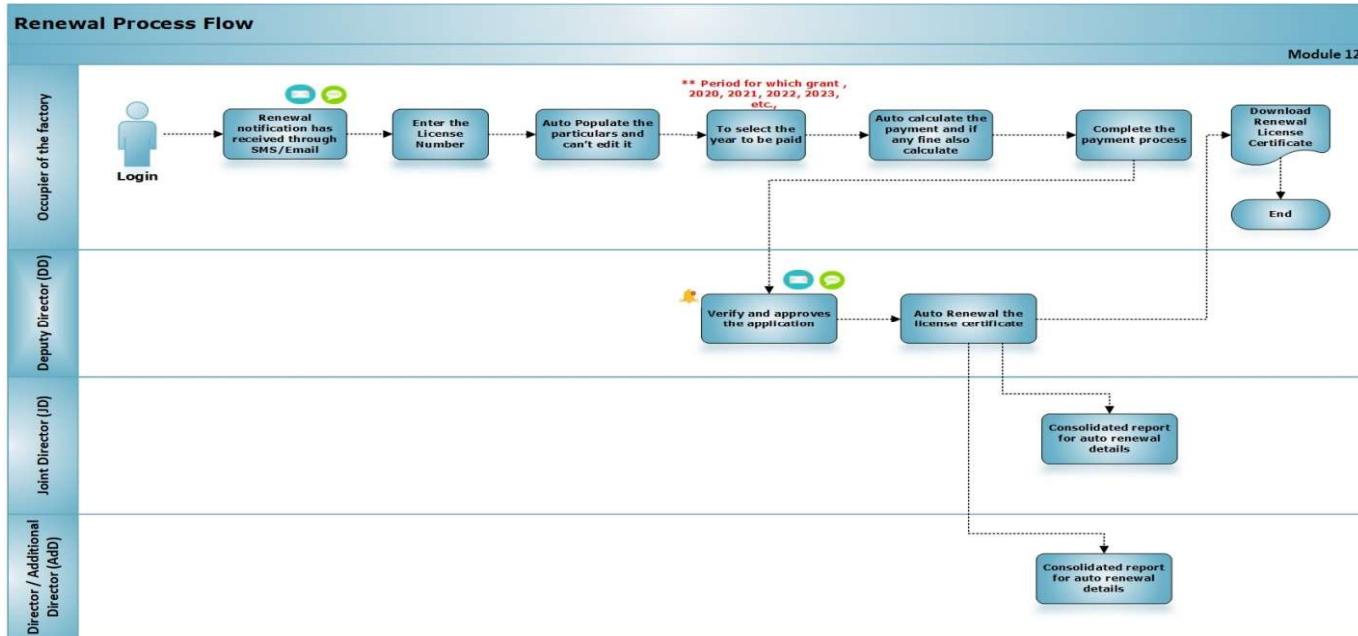
Main Scenario	<ul style="list-style-type: none"> • Contractor should enter their RC number, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and occupier shouldn't be able to edit those details. • The System should provide the provision for occupier to update the particulars for New Contractor details (Amendment of Registration) and to add new contractor or delete the contractor details (facilitating Amendment of License). • Next, system should auto calculate for the payment fees (Difference amount only) based on the Manpower details which was entered by contractor and contractor need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Deputy Director (DD). • DD receives the notification from contractor through SMS or e-Mail and DD can be able to view the particulars of Factory, Manager etc., and these details should be freezed. • DD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if DD requires any clarification on the applications, then the DD raise queries to occupier. • In this connection, the contractor receives the notification from DD for requesting the clarifications on that application via SMS/e-Mail. • Further, the contractor provides clarification for the queries which was raised by DD and the contractor provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the contractor and system should auto reject the application. • Moreover, DD prepares the report based on the replies received from contractor. If the report is not satisfactory, the DD rejects the application and same has forward to contractor along with remarks. • If the report is satisfactory, then the DD verifies and approves the application and issue the Contract Labour Amendment License Certificate with digital sign via DSC. • Therefore, DD uploads the approved/rejected certificate and the same is triggered to contractor's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the contractor can be able to view/download their certificate
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	<ul style="list-style-type: none"> • Next, DD forwards the approved/rejected application details to JD/AD. Then, JD/AD can be able to view the application status • Finally, DD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Contractor Amendment of License, alert message

8.7.1.5.5. CLA License Renewal

a. Workflow



Contract Labour Act	
Service	CLA License Renewal
Objective	Contractor should apply for renewal not less than 60 days before the date of expiry of licence through online portal, to the concerned Deputy Director, ISH, along with prescribed licence fees
Actors	<ul style="list-style-type: none"> • Contractor • Director • Additional Director • Joint Director • Deputy Director
Supporting Documents	<ul style="list-style-type: none"> • Form VII (downloaded and digitally signed) • Form V issued by Principal Employer

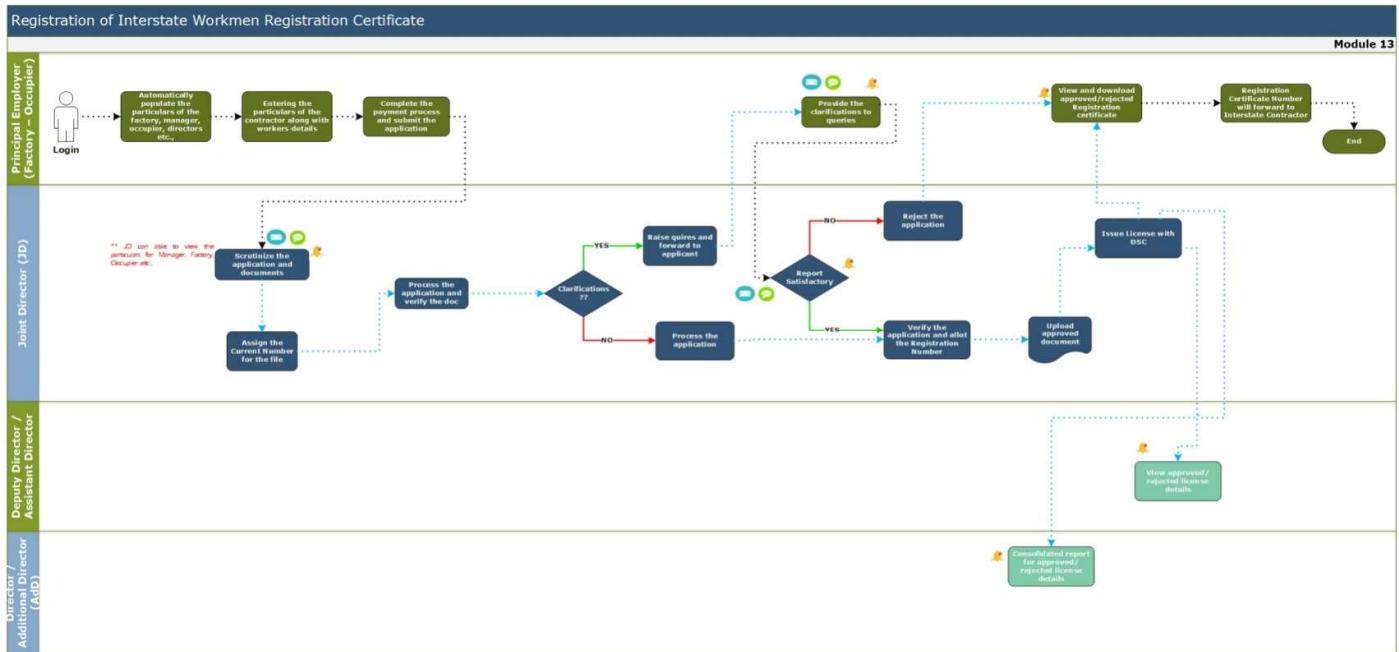
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Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • does not exceed 50 – Rs. 2500 • exceeds 50 but does not exceed 100 – Rs. 5000 • exceeds 100 but does not exceed 200 – Rs. 10,000 • exceeds 200 – Rs. 20,000
Main Scenario	<ul style="list-style-type: none"> • System should generate auto notification for before the date of expiry of license to occupier via SMS/eMail. • Based on the notification, Contractor should enter their RC number, then system should auto populate their particulars such as Manager, Contractor, etc., and these details should be freezed and Contractor shouldn't be able to edit those details. • Contractor should choose the period for which grant belongs to i.e., 2018, 2019, 2020, 2021 etc., and system should auto calculate for the payment fees based on the selection of years which was entered by Contractor. He need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Deputy Director (DD) • DD receives the notification from occupier through SMS or e-Mail. • DD verifies and approves the application, then the system should generate auto renewal of the license and the same is triggered to Contractor's dashboard. System should send auto notification via SMS/eMail to occupier for CLA License renewal status. Then, the Contractor can be able to view/download their certificate. • Next, DD forwards the approved/rejected application details to JD/AD. Then, JD/AD can able to view the application status • Finally, DD prepares the consolidated reports for CLA renewal of license details and the same has forward to Director and Additional Director.
Output	Contractor Renewal of License, alert message

8.7.1.6. Interstate Migrant Workmen Act

8.7.1.6.1. Registration

a. Workflow



Interstate Migrant Workmen Act

Service	Registration
Objective	The principal employer employing 5 or more migrant workmen should apply through online portal along with the payment of prescribed fees to the concerned Joint Director, ISH.
Actors	<ul style="list-style-type: none"> Principal Employer (Occupier / Manager) Director Additional Director Joint Director Deputy Director •
Supporting Documents	<ul style="list-style-type: none"> Form No 1 (downloaded/digitally signed) Copy of Contract agreements between the Principal Employer and Contractors Copy of Contractor License issued by concerned authority for recruitment of migrant workmen in home state

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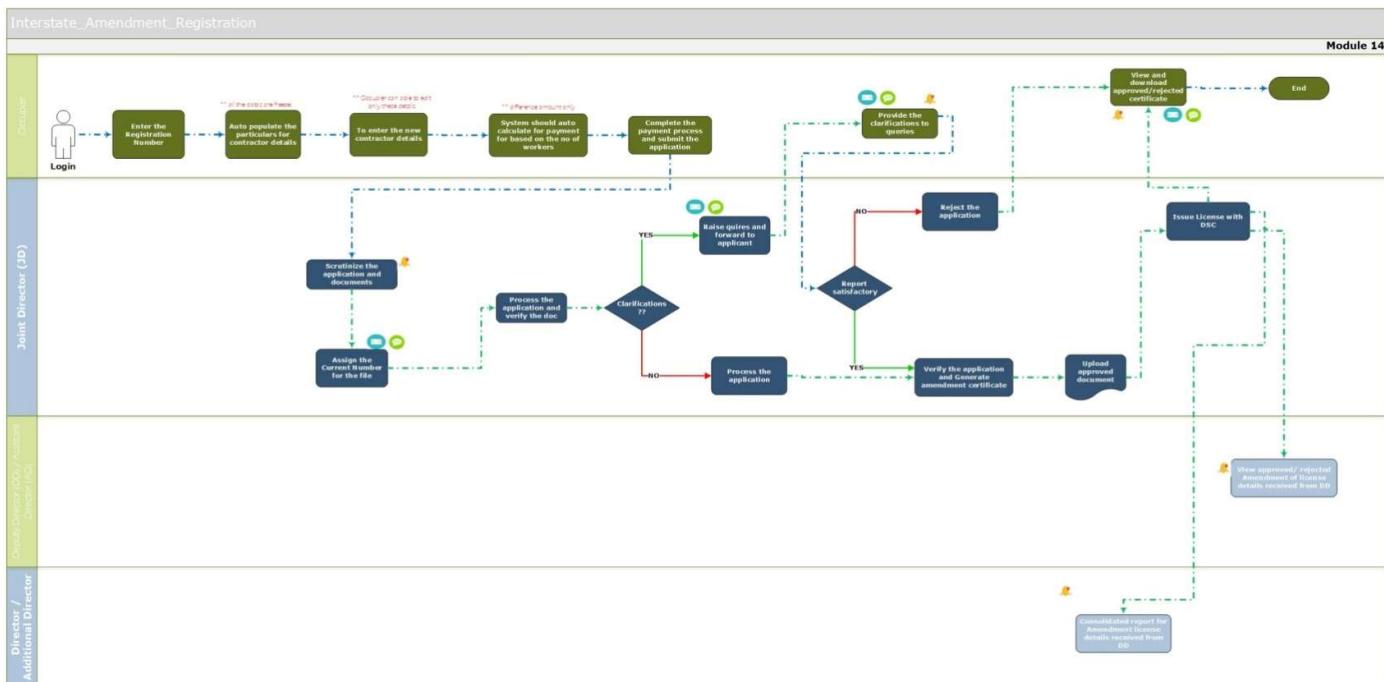
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • is 5 but does not exceed 50: Rs. 2,500 • exceeds 50 but does not exceed 100: Rs. 5,000 • exceeds 100 but does not exceed 200: Rs. 10,000 • exceeds 200: Rs. 20,000
Main Scenario	<ul style="list-style-type: none"> • Principal Employer should enter their RC number, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and he shouldn't be able to edit those details. • The System should provide the provision for Principal Employer to add the particulars for New Contractor (Multiple contractors) details. • Next, system should auto calculate for the payment fees based on the Manpower details which was entered by Principal Employer and he need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from Principal Employer through SMS or e-Mail and JD can be able to view the particulars of Factory, Manager etc., and these details should be freezed. • JD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if JD requires any clarification on the applications, then the JD raise queries to Principal Employer. • In this connection, the Principal Employer receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail. • Further, the Principal Employer provides clarification for the queries which was raised by JD and the Principal Employer provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the Principal Employer and system should auto reject the application. • Moreover, JD prepares the report based on the replies received from Principal Employer. If the report is not satisfactory, the JD rejects the application and same has forward to Principal Employer along with remarks.

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	<ul style="list-style-type: none"> If the report is satisfactory, then the JD verifies and generates the Registration number and approves the application and issue the Interstate Migrant Workmen Registration Certificate with digital sign via DSC. Therefore, JD uploads the approved/rejected certificate and the same is triggered to Principal Employer's dashboard. System should send auto notification via SMS/eMail to Principal Employer for approved/rejected application status. Then, the occupier can be able to view/download their certificate. Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director. Furthermore, Principal Employer should forward the RC number to Contractor for further necessary action.
Output	Interstate Migrant Workmen Registration, alert message

8.7.1.6.2. Amendment of Registration

a. Workflow



Interstate Migrant Workmen Act

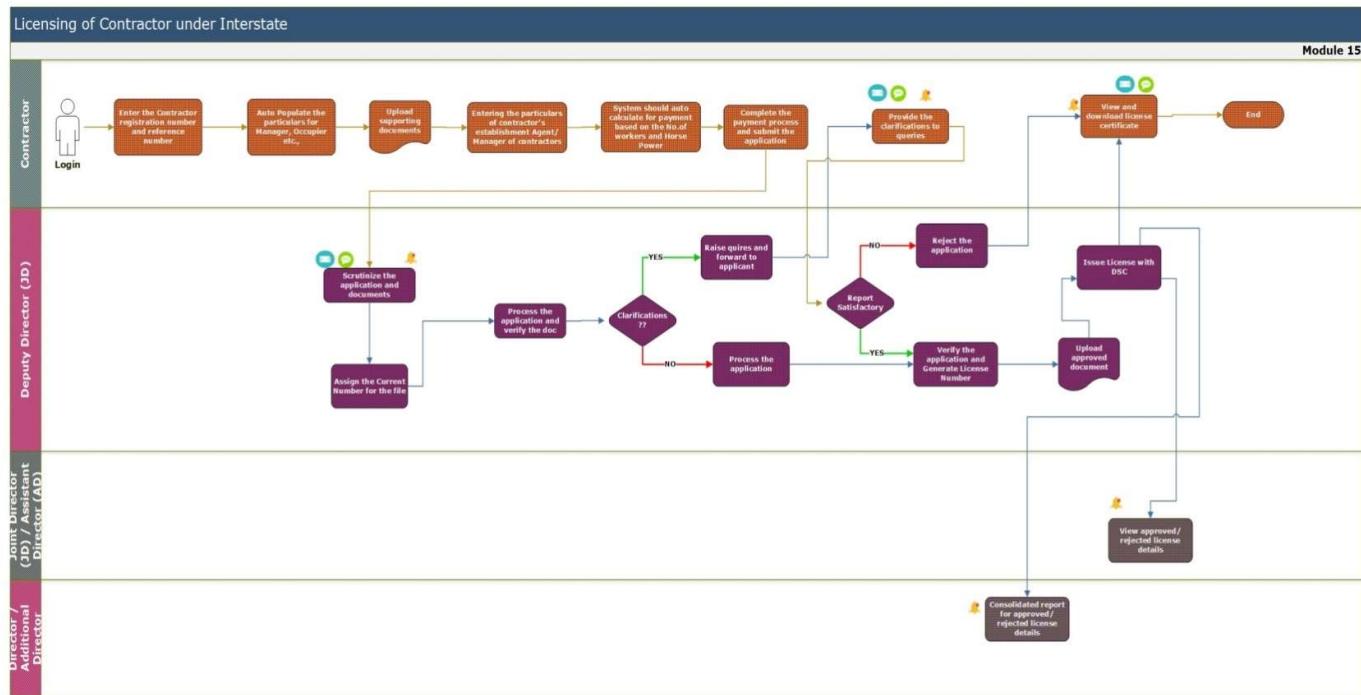
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Service	Amendment of Registration
Objective	For amendment of Registration certificate, the principal employer should apply through online portal along with the payment of prescribed fees to the concerned Joint Director, ISH.
Actors	<ul style="list-style-type: none"> • Principal Employer (Occupier / Manager) • Director • Additional Director • Joint Director • Deputy Director
Supporting Documents	<ul style="list-style-type: none"> • Form 1 (downloaded/digitally signed) • Copy of contract agreements between Principal Employer and Contractors
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • is 5 but does not exceed 50: Rs. 2,500 • exceeds 50 but does not exceed 100: Rs. 5,000 • exceeds 100 but does not exceed 200: Rs. 10,000 • exceeds 200: Rs. 20,000
Main Scenario	<ul style="list-style-type: none"> • Principal Employer should enter their RC number, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and he shouldn't be able to edit those details. • The System should provide the provision for Principal Employer to update the particulars for New Contractor details (Amendment of Registration) and to add new contractor or delete the contractor details (Amendment of License). • Next, system should auto calculate for the payment fees (Difference amount only) based on the Manpower details which was entered by Principal Employer and he need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from Principal Employer through SMS or e-Mail and JD can be able to view the particulars of Factory, Manager etc., and these details should be freezed.

	<ul style="list-style-type: none"> • JD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if JD requires any clarification on the applications, then the JD raise queries to Principal Employer. • In this connection, the Principal Employer receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail. • Further, the Principal Employer provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the Principal Employer and system should auto reject the application. • Moreover, JD prepares the report based on the replies received from Principal Employer. If the report is not satisfactory, the JD rejects the application and same has forward to occupier along with remarks. • If the report is satisfactory, then the JD verifies and approves the application and issue the Interstate Migrant Workmen Amendment Registration Certificate with digital sign via DSC. • Therefore, JD uploads the approved/rejected certificate and the same is triggered to Principal Employer's dashboard. System should send auto notification via SMS/eMail to Principal Employer for approved/rejected application status. Then, the Principal Employer can be able to view/download their certificate. • Next, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. • Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Interstate Migrant Workmen Amendment of Registration, alert message

8.7.1.6.3. Licensing
a. Workflow

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Interstate Migrant Workmen Act

Service	ISMW Licensing
Objective	The Contractor employing migrant workmen has to apply for licence along with the prescribed fees and security Deposit to the concerned Deputy Director, ISH, through online portal
Actors	<ul style="list-style-type: none"> • Contractor • Director • Additional Director • Joint Director • Deputy Director
Supporting Documents	<ul style="list-style-type: none"> • Form No IV (or) Form No V (downloaded/digitally signed) • Copy of Contract License issued by concerned authority for recruitment of migrant workmen in home state. • Form No VI issued by Principal Employer
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • does not exceed 50: Rs. 2,500 • exceeds 50 but does not exceed 100: Rs. 5,000 • exceeds 100 but does not exceed 200: Rs. 10,000 • exceeds 200: Rs. 20,000

Main Scenario	<ul style="list-style-type: none"> • Contractor receives the RC number from Principal Employer via SMS/email. • Contractor should enter their RC & Reference number, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and Contractor shouldn't be able to edit those details. • The System should provide the provision for contractor to update the particulars for Agent / Manager of Contractors and able to edit the details. • Next, system should auto calculate for the payment fees based on the Manpower details which was entered by contractor and contractor need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Deputy Director (DD). • DD receives the notification from Contractor through SMS or e-Mail and DD can able to view the particulars of Factory, Manager etc., and these details should be freezed. • DD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if DD requires any clarification on the applications, then the DD raise queries to Contractor. • In this connection, the Contractor receives the notification from DD for requesting the clarifications on that application via SMS/e-Mail. • Further, the Contractor provides clarification for the queries which was raised by DD and the Contractor provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the Contractor and system should auto reject the application. • Moreover, DD prepares the report based on the replies received from Contractor. If the report is not satisfactory, the DD rejects the application and same has forward to Contractor along with remarks. • If the report is satisfactory, then the DD verifies and generates the License number and approves the application and issues the ISMW License Certificate with digital sign via DSC. • Therefore, DD uploads the approved/rejected certificate and the same is triggered to Contractor's dashboard. System should send auto notification via SMS/eMail to Contractor for approved/rejected application status. Then, the Contractor can be able to view/download their certificate.
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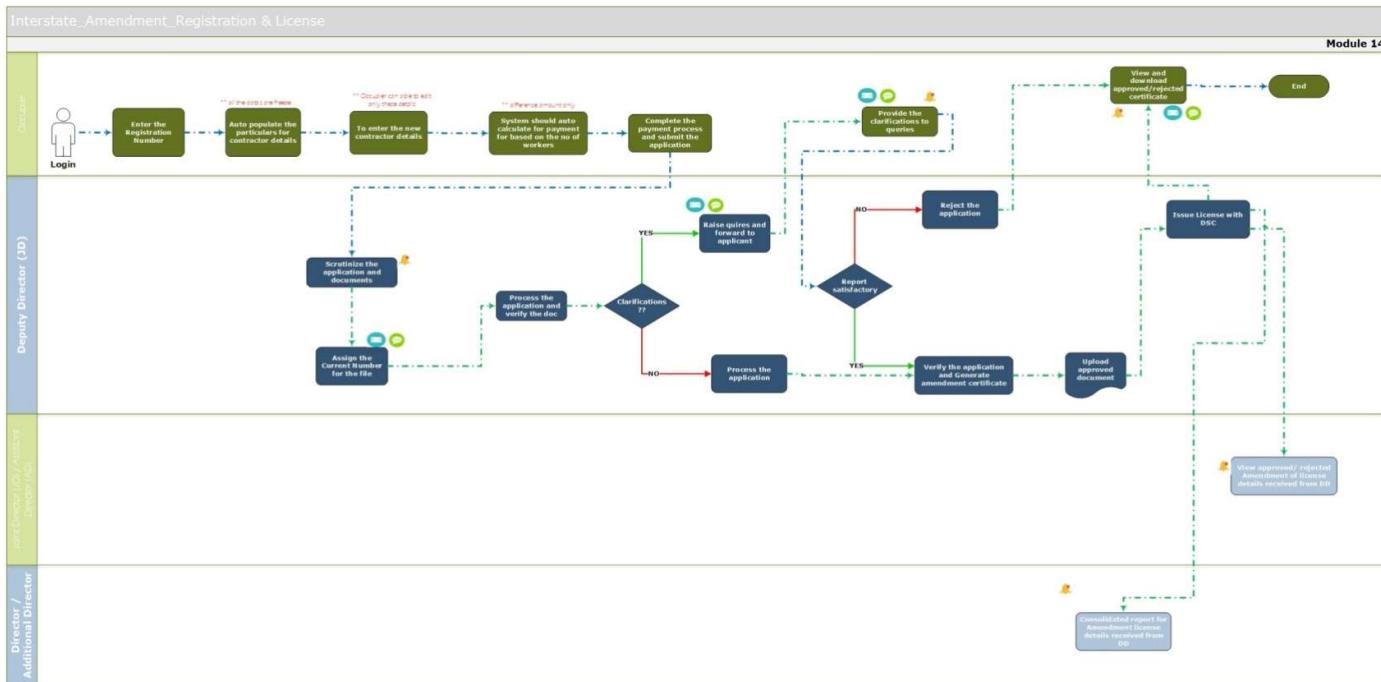
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	<ul style="list-style-type: none">• Next, Forwards the approved/rejected application details to JD/AD. Then, JD/AD can be able to view the application status.• Finally, DD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Certificate for Interstate Migrant Workmen License, alert message

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8.7.1.6.4. Amendment of License

a. Workflow



Interstate Migrant Workmen Act	
Service	Amendment of License
Objective	Contractor should apply for the amendment of licence through online portal, to the concerned Deputy Director, ISH, along with prescribed licence fees
Actors	<ul style="list-style-type: none"> • Contractor • Director • Additional Director • Joint Director • Deputy Director
Supporting Documents	<ul style="list-style-type: none"> • Form 1 (downloaded/digitally signed) • Copy of contract agreements between Principal Employer and Contractors
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • is 5 but does not exceed 50: Rs. 2,500 • exceeds 50 but does not exceed 100: Rs. 5,000 • exceeds 100 but does not exceed 200: Rs. 10,000 • exceeds 200: Rs. 20,000

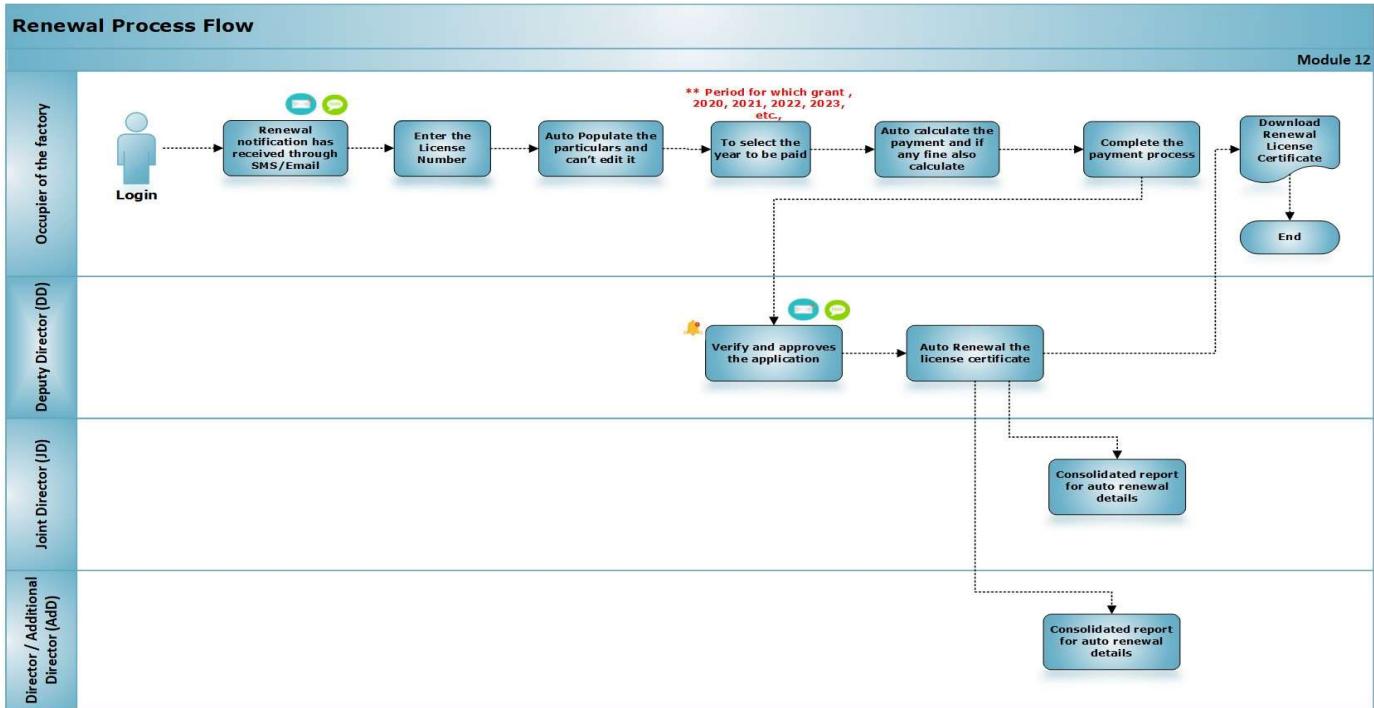
Main Scenario	<ul style="list-style-type: none"> • Contractor should enter their RC number, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and contractor shouldn't be able to edit those details. • The System should provide the provision for principal employer to update the particulars for New Contractor details (Amendment of Registration) and to add new contractor or delete the contractor details (Amendment of License). • Next, system should auto calculate for the payment fees (Difference amount only) based on the Manpower details which was entered by principal employer and contractor need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Deputy Director (DD). • DD receives the notification from Contractor through SMS or e-Mail and DD can be able to view the particulars of Factory, Manager etc., and these details should be freezed. • DD will scrutinize the application along with the supporting documents and assigns the current number and during the verification, if DD requires any clarification on the applications, then the DD raise queries to Contractor. • In this connection, the Contractor receives the notification from DD for requesting the clarifications on that application via SMS/e-Mail. • Further, the Contractor provides clarification for the queries which was raised by DD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the Contractor and system should auto reject the application. • Moreover, DD prepares the report based on the replies received from Contractor. If the report is not satisfactory, the DD rejects the application and same has forward to Contractor along with remarks. • If the report is satisfactory, then the DD verifies and approves the application and issue the ISMW Amendment License Certificate with digital sign via DSC. • Therefore, DD uploads the approved/rejected certificate and the same is triggered to Contractor's dashboard. System should send auto notification via SMS/eMail to Contractor for approved/rejected application status. Then, the Contractor can be able to view/download their certificate.
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	<ul style="list-style-type: none"> • Next, DD forwards the approved/rejected application details to JD/AD. Then, JD/AD can be able to view the application status. • Finally, DD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Interstate Migrant Workmen Amendment of License, alert message

8.7.1.6.5. ISMW License Renewal

a. Workflow



Inter State Migrant Workmen Act

Service	ISMW License Renewal
Objective	The Contractor employing migrant workmen has to apply for renewal not less than 30 days before the date of expiry of licence and along with the prescribed fees to the concerned Deputy Director, ISH, through online portal
Actors	<ul style="list-style-type: none"> • Contractor • Director • Additional Director • Joint Director • Deputy Director
Supporting Documents	<ul style="list-style-type: none"> • Form No IX (downloaded/digitally signed) • Form No VI issued by Principal Employer

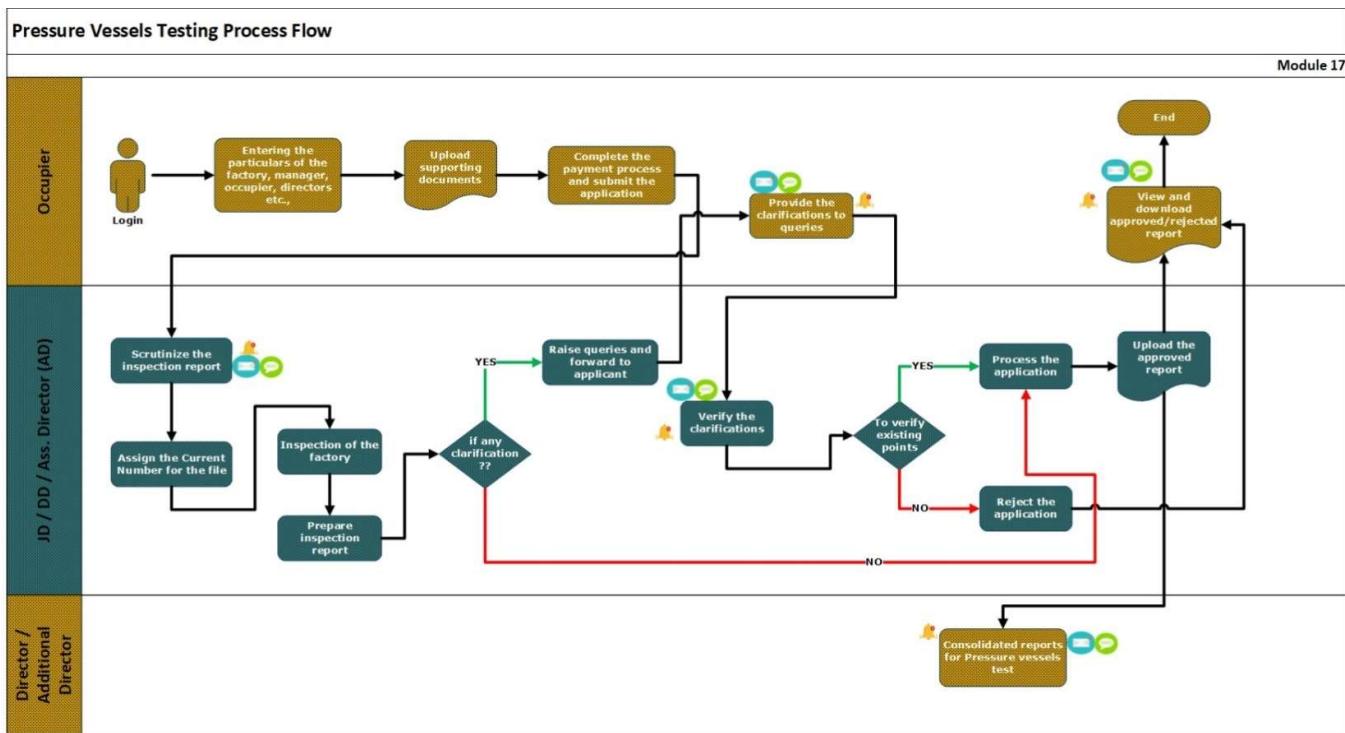
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Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • does not exceed 50 – Rs. 2500 • exceeds 50 but does not exceed 100 – Rs. 5000 • exceeds 100 but does not exceed 200 – Rs. 10,000 • exceeds 200 – Rs. 20,000
Main Scenario	<ul style="list-style-type: none"> • System should generate auto notification for before the date of expiry of license to occupier via SMS/eMail. • Based on the notification, Contractor should enter their RC number, then system should auto populate their particulars such as Manager, Contractor, etc., and these details should be freezed and occupier shouldn't be able to edit those details. • Contractor should choose the period for which grant belongs to i.e., 2018, 2019, 2020, 2021 etc., and system should auto calculate for the payment fees based on the selection of years which was entered by contractor and he need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Deputy Director (DD). • DD receives the notification from Contractor through SMS or e-Mail. • The system should generate auto renewal of the license and the same is triggered to Contractor's dashboard. System should send auto notification via SMS/eMail to contractor for ISMW License renewal status. Then, the Contractor can be able to view/download their certificate. • Next, DD, JD/AD can be able to view the renewal status. • Finally, DD prepares the consolidated reports for ISMW renewal of license details and the same has forward to Director and Additional Director.
Output	Inter State Migrant Workmen Renewal of License, alert message

8.7.1.7. Pressure Vessels Testing

a. Workflow

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Pressure Vessels Testing	
Service	Pressure Vessels Testing
Objective	For examination and testing of Pressure Vessels the occupier should apply through the online portal and along with fee to the concerned Joint Director, ISH
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Assistant Director
Supporting Documents	<ul style="list-style-type: none"> • Form No 8-B along with fee prescribed under Rule 56-B
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • All the Pressure Vessels operating above atmospheric pressure excluding steam boilers coming under the purview of Indian Boiler Act, should be examined, or tested as follows: <ul style="list-style-type: none"> ➢ externally once in every six months, ➢ internally once in every year or ➢ hydrostatically once in every two years or ➢ subjected to ultrasonic test once in every four years.

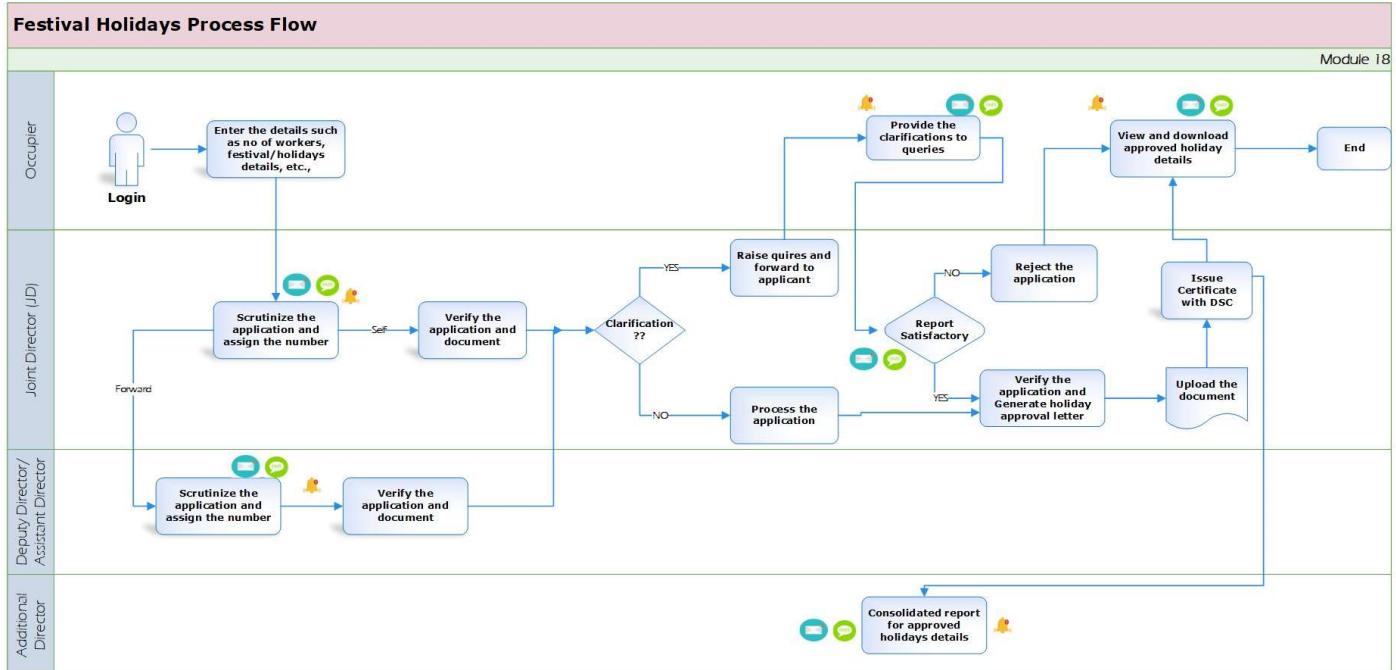
	<ul style="list-style-type: none"> • Time limit for registration shall be 30 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • Based on the Act
Main Scenario	<ul style="list-style-type: none"> • Occupier should enter their RC, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and occupier shouldn't be able to edit those details. • The System should provide the provision for occupier to update the particulars for pressure vessels details. • Next, system should auto calculate for the payment fees based on the pressure vessels details which was entered by occupier and occupier need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD). • JD receives the notification from occupier through SMS or e-Mail. • JD Level Process <ul style="list-style-type: none"> ➢ JD will scrutinize the application along with the supporting documents and if necessary, JD will assign the work to some other JD's / Deputy Director (DD) or JD will assign the work to himself for further process. ➢ JD verifies the application and assigns the current number and able to view the particulars of occupier such as factory, Manager, Directors etc., ➢ Next, JD schedules a plan to inspect the factory, after the inspection JD (Field level inspection) prepares the inspection report and during the verification if JD requires any clarification on the application, then the JD raise queries to occupier. ➢ In this connection, the occupier receives the notification from JD for requesting the clarifications on that application. ➢ Further, the Occupier provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier and system should auto reject the application. ➢ Moreover, JD prepares the report based on the replies received from occupier and checks the existing points are corrected by occupier or not?

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	<ul style="list-style-type: none"> ➤ If the inspection report is not satisfactory, the JD may reject the application to occupier along with remarks. If the report is satisfactory then the JD approves the application and issue the Pressure Vessels certificate with digital sign via DSC. ➤ Finally, JD uploads the approved/rejected certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. ➤ Note: DD/AD approval process - kindly refer the above modules and it has been explained in the detailed manner for DD/AD approval process and all the modules having similar approval process for the application ➤ Therefore, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. ➤ Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Pressure Vessels Certificate, alert message

8.7.1.8. National and Festival Holidays Act / Amendment of Festival Holidays

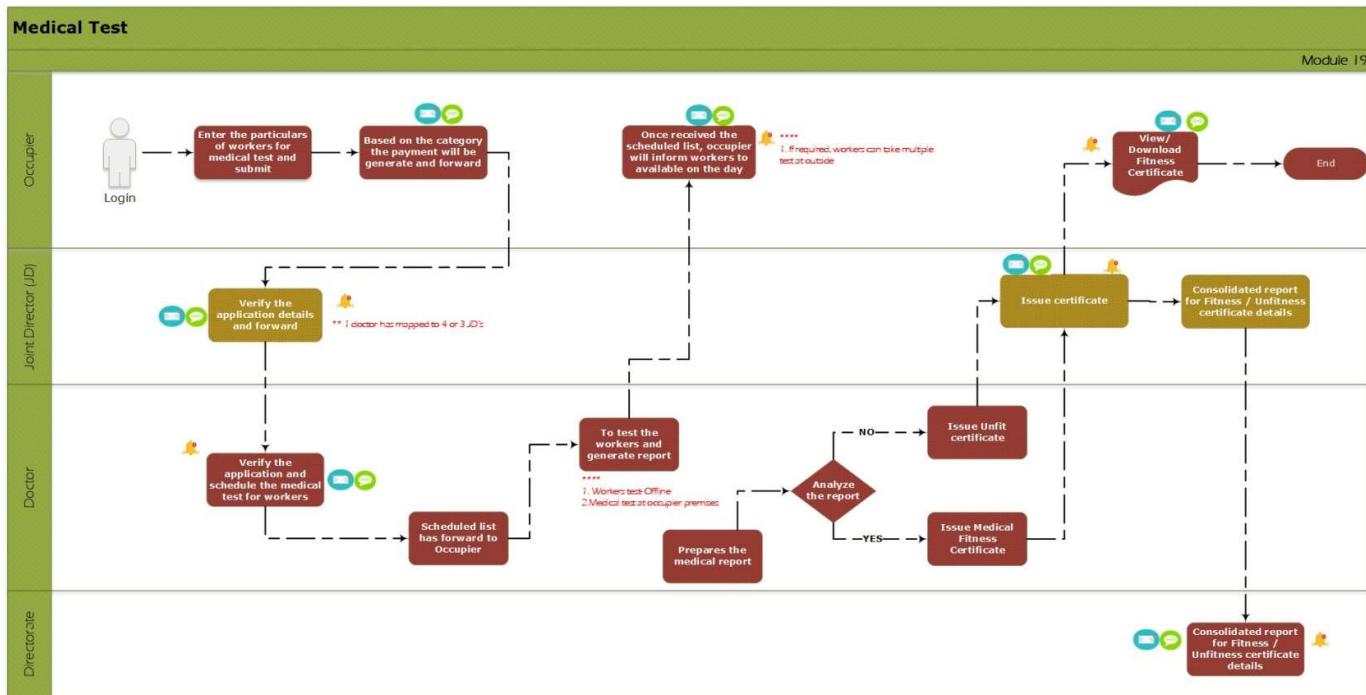
a. Work flow



National and Festival Holidays Act	
Service	National and Festival Holidays Act / Amendment of Festival Holidays
Objective	The employer should apply for the specification of five festival holidays through online portal, to the concerned Joint Director, ISH
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Assistant Director
Supporting Documents	<ul style="list-style-type: none"> • Form 1& 2
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 15 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	NIL
Main Scenario	<ul style="list-style-type: none"> ➢ Occupier enters the workers details and festival/holiday details and forward to JD. ➢ JD receives the notification from Occupier through SMS or e-Mail. ➢ Note: JD/DD/AD approval process - kindly refer the above modules and it has been explained in the detailed manner for JD/DD/AD approval process and all the modules having similar approval process for the application ➢ JD approves the application and issues the National holiday's certificate with digital sign via DSC. ➢ Finally, JD uploads the approved/rejected certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. ➢ Therefore, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. ➢ Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Certificate for National Holidays, alert message

8.7.1.9. Medical Examination of Workers under Factories Act

a. Work flow



Medical Examination of Workers under Factories Act

Service	Medical Examination
Objective	<p>The workers engaged in hazardous process, dangerous operations, canteen, and adolescent workers should be medically examined by certifying surgeon. The occupier shall apply through online portal for such medical examination to the concerned Joint Director, ISH.</p> <p>The Joint Director will assign the work for the certifying surgeon to conduct such examination of the workers.</p>
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Certifying Surgeon • Chief Medical Officer
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 15 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • Based on the illness (test)

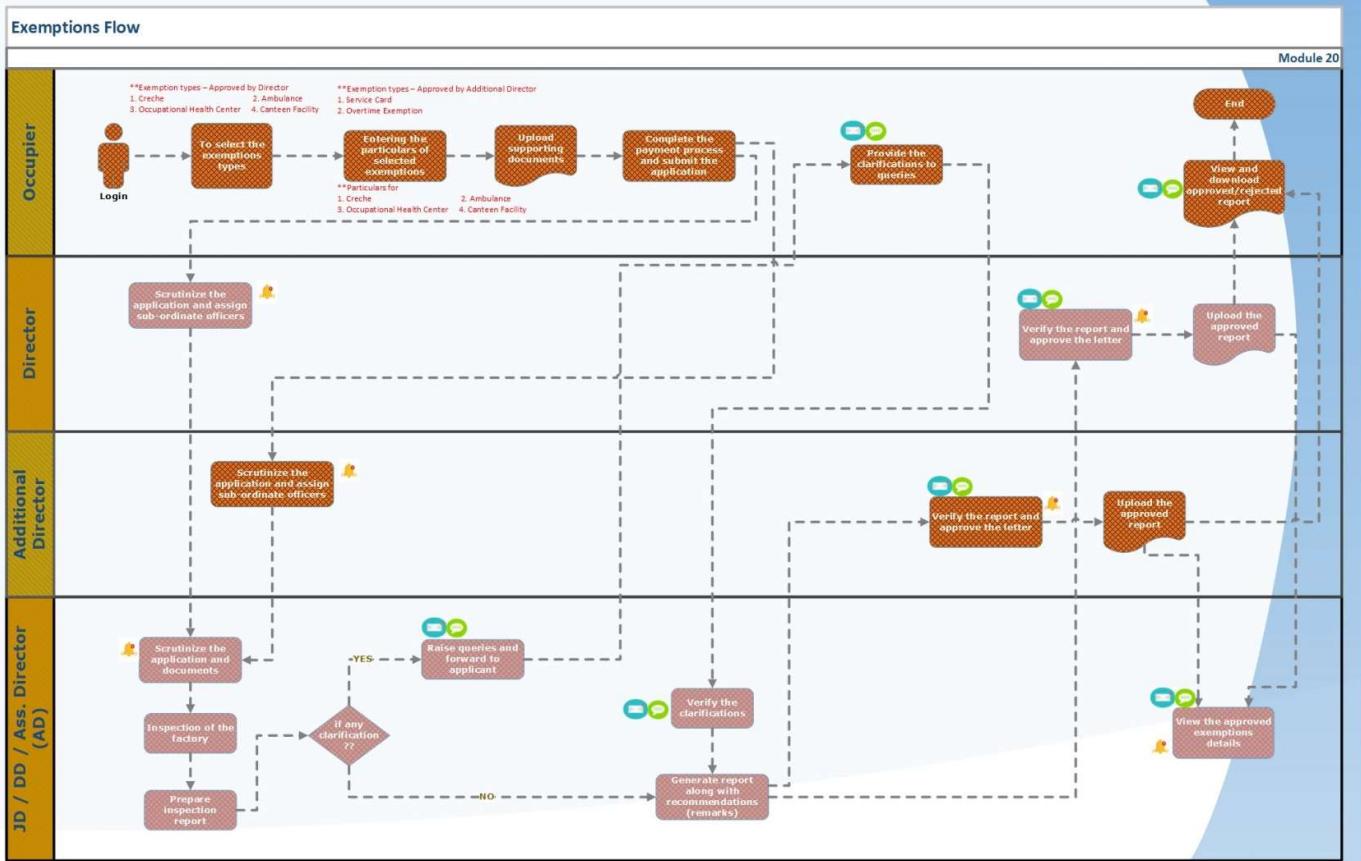
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Main Scenario	<ul style="list-style-type: none"> ➤ Occupier can enter the details of worker for medical test and submit the application and based on category payment will be generated and forward to JD . ➤ JD receives the notification from Occupier through SMS or e-Mail. ➤ JD verifies and forwards the application to certifying surgeon which is mapped to him. ➤ Certifying surgeon verifies and assigns the application number. Then certifying surgeon schedules medical test for worker and the same has communicated to occupier through SMS/e-Mail. ➤ Occupier informs the workers for medical test, certifying surgeon checks the workers and issues the Fitness certificate / rejection with digital sign via DSC and the same is communicated to occupier via SMS/e-Mail. ➤ Finally, the Fitness certificate is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. ➤ Finally, JD prepares the consolidated reports for Fitness and rejection of application details and the same has to be forwarded to Director and Additional Director.
Output	Fitness/Unfitness Certificate, alert message

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8.7.1.10. Exemptions

a Work flow



Exemptions	
Service	Exemptions
Objective	<p>The occupier of the factory could apply for the following exemptions through the online portal to the concerned authorities:</p> <ul style="list-style-type: none"> • The following exemptions are granted by Director, ISH <ul style="list-style-type: none"> a. Creche b. Ambulance Room c. Occupational Health Centre d. Canteen Facility • The following services are approved by Additional Director, ISH <ul style="list-style-type: none"> a. Service Card b. Overtime Exemption
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Assistant Director

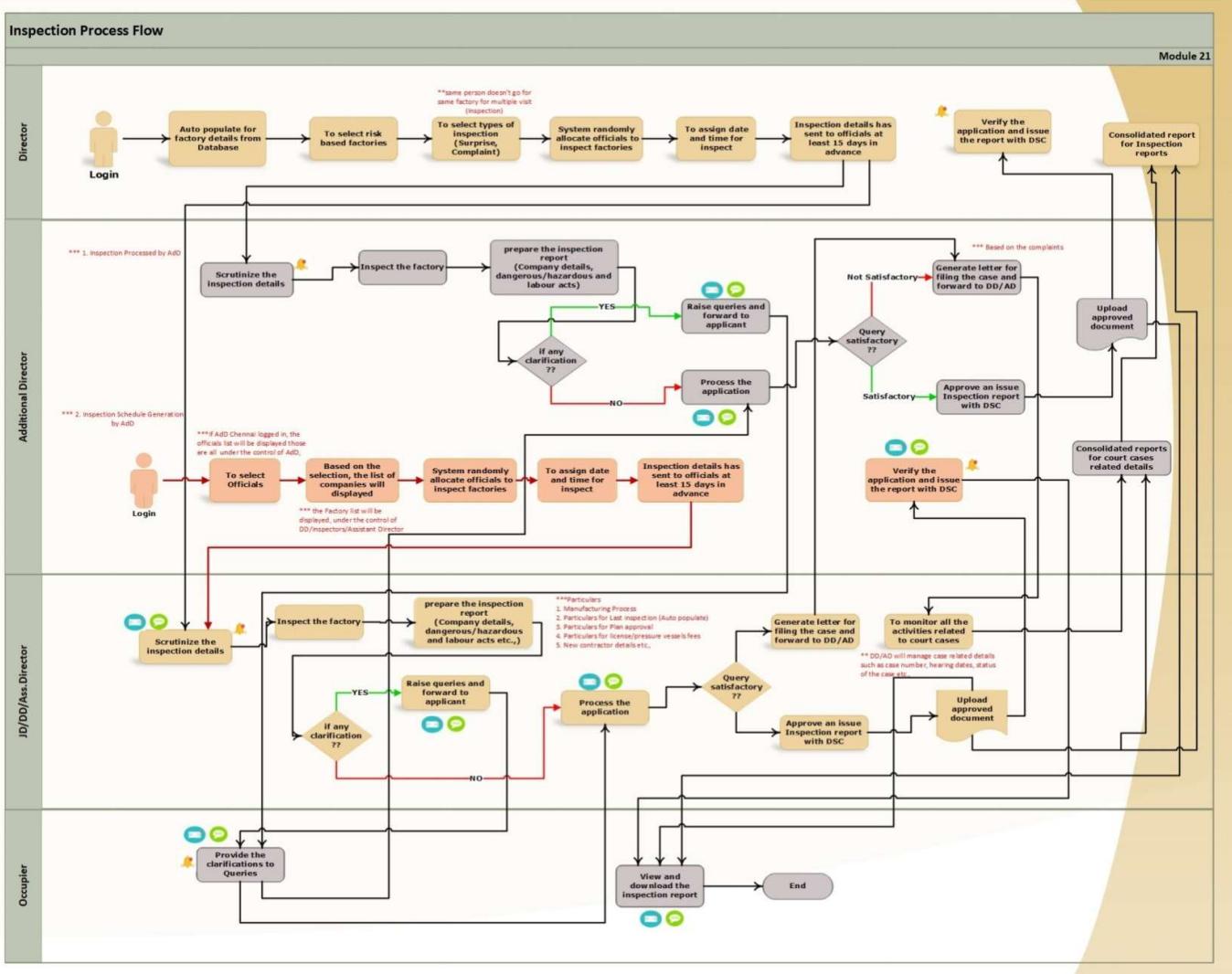
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Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 15 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	Based on the services
Main Scenario	<ul style="list-style-type: none"> ➤ Occupier selects exemption types and enters the details of selected exemption type and uploads the supporting documents. ➤ System should auto calculate for payment fees based on the selected exemption type which was selected by occupier and occupier need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Director/ Additional Director (based on the exemptions). ➤ Director/Additional Director receives the notification from occupier through SMS or e-Mail. ➤ Director/Additional Director scrutinizes the application along with the supporting documents and assigns the work to subordinate officers (JD/DD/AD). ➤ Director/Additional Director receives the alert notification for new application received from occupier through SMS/e-Mail. ➤ JD/DD/AD verifies the application and inspects the factory (field visit) and prepares the inspection report, raise quires to occupier and occupier clarifies the query. ➤ JD/DD/AD prepares the report along with recommendations (remarks) and same has forward to Director/Additional Director for approval process. ➤ Director/Additional verifies and approves the application and issue the certificate/letter for exemptions. ➤ Finally, Director/Additional uploads the certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. ➤ Finally, Director/Additional prepares the consolidated reports application details and the same has to be forwarded to JD/DD/AD.
Output	Exemptions Certificate, alert message

8.7.1.11. Risk based Inspection Module

a. Work flow

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Risk based Inspection Module

Service	Risk based Inspection Module
Objective	The risk based random scheduling for inspection will be generated through online inspection module. The factories will be selected randomly as per the frequency of inspections and a computer-generated notice will be issued to the factories so as to provide 15 days clear time before inspection. The Inspecting officer will be selected randomly through computerized online inspection module.
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director

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	<ul style="list-style-type: none"> • Assistant Director
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • The same inspecting officer will not inspect the same factory twice consecutively. • Director shall assign specific factory for special inspections in case of accident, complaint, and other exigencies. • Time limit for registration shall be 15 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • Based on the inspection
Main Scenario	<ul style="list-style-type: none"> • Inspection schedules by Director Flow: <ul style="list-style-type: none"> ➢ System should auto populate the factory details and Director selects risk-based factory and choose the inspection type (such as surprise visit, complaint visit). ➢ System automatically allocates officials to inspect factories with date and time (Note: System should validate the same person should not visit same factory for multiple times). ➢ Director forwards the scheduled inspection details to subordinate officers (AdD & JD/DD/AD) atleast 15 days in advance. • AdD Level approval process: <ul style="list-style-type: none"> ➢ AdD receives the notification from Director through SMS or e-Mail. ➢ AdD verifies the application and inspects the factory (field visit) and prepares the inspection report, and if required raise quires to occupier and occupier clarifies the query. ➢ Moreover, AdD prepares the inspection report based on the replies received from occupier. ➢ If the inspection report is not satisfactory, then the AdD generates the letter for filling the case and forward to DD/AD. ❖ DD/AD approval process <ul style="list-style-type: none"> ○ DD/AD receives the notification from AdD through SMS or e-Mail and DD/AD is the nodal person for dealing the court cases. ○ DD/AD will scrutinize the application and to monitor all the activities related to the court cases. ○ DD/AD should maintain the details for Case number, case details, hearing dates, previous hearing status, etc.,

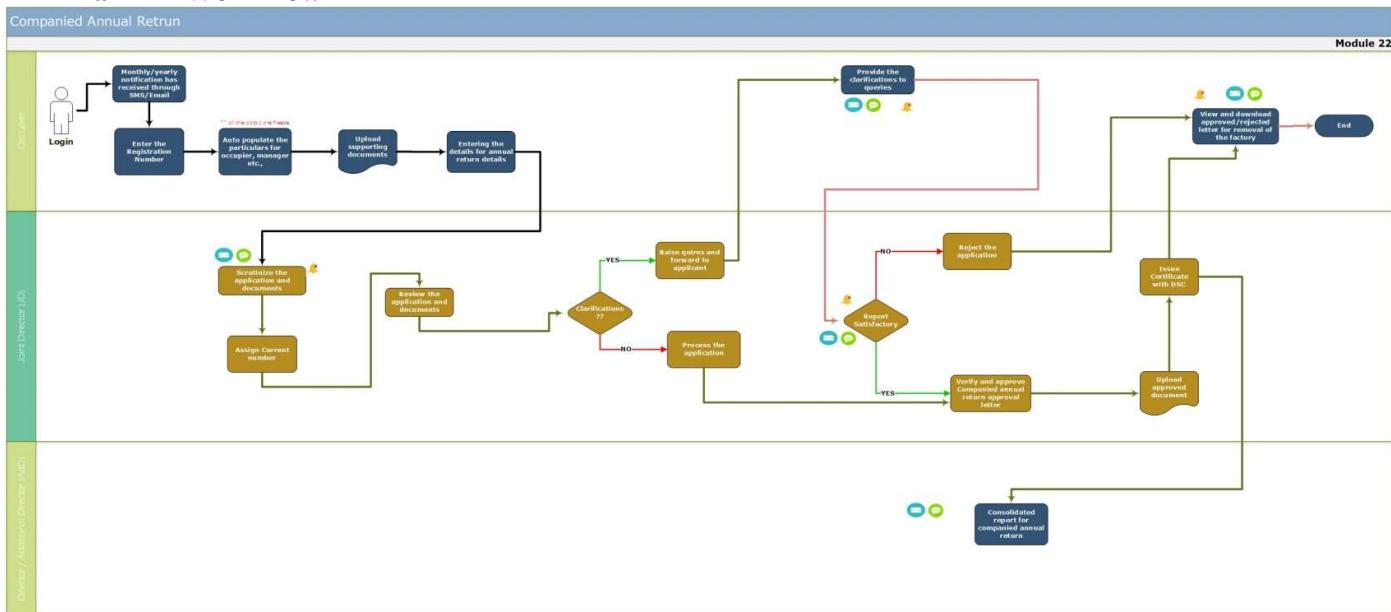
	<ul style="list-style-type: none">○ Upon the completion of court case then, the DD/AD prepares report and updates the status to AdD/Director.○ Based on the report, AdD approve/rejects the application and issues the inspection report / Show cause notice with digital sign via DSC.➤ If the report is satisfactory then the AdD approves the application and issue the Inspection report with digital sign via DSC➤ Finally, Additional Director uploads the certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate.➤ Finally, Additional Director prepares the consolidated reports application details and the same has to be forwarded to Director. <ul style="list-style-type: none">● Inspection schedules by Additional Director Flow: <ul style="list-style-type: none">➤ AdD selects subordinate officers list (i.e under the AdD those are all is mapped to him) and selects the factory which is mapped to subordinate officer.➤ Next, system randomly allocates officials to inspect factories with date and time (Note: System should validate the same person should not visit same factory for multiple times).➤ AdD forwards the scheduled inspection details to subordinate officers (JD/DD/AD) atleast 15 days in advance.➤ JD/DD/AD receives the notification from AdD through SMS or e-Mail.➤ JD/DD/AD verifies the application and inspects the factory (field visit) and prepares the inspection report and during the inspection if JD requires any clarification on the application, then the JD raise queries to occupier and occupier clarifies the query.➤ JD/DD/AD prepares the report based on the replies received from occupier. If the report is not satisfactory, then the JD/DD/AD forwards the application to AdD for approval process.➤ AdD receives the notification from JD/DD/AD through SMS or e-Mail.➤ AdD verifies the application and generates the letter for filling the case and forward to DD/AD.
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	<ul style="list-style-type: none"> ➤ Note: DD/AD approval process - kindly refer the AddD approval process flow and it has explained in the detailed manner for DD/AD approval process and it is having the similar process for approval of the application. ➤ JD verifies and approves the application and issue the Inspection report with digital sign via DSC. ➤ Finally, JD uploads the certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. ➤ Therefore, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. ➤ Finally, JD prepares the consolidated reports application details and the same has to be forwarded to Director and Additional Director.
Output	Inspection Report, alert message

8.7.1.12. Combined Annual Return

a. Work flow



Service	Combined Annual Return &Consolidation of returns
Objective	<ul style="list-style-type: none"> • Filing of Annual Return <ul style="list-style-type: none"> ○ The facility for filing Combined Annual Return shall be provided for factories and BOCW establishments. • Consolidation of returns

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Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Additional Director
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 15 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • NIL
Main Scenario	<ul style="list-style-type: none"> ➢ System should generate auto notification for before the date of expiry of annual return to occupier via SMS/eMail ➢ Occupier enters the annual return details and forward to JD. ➢ JD receives the notification from Occupier through SMS or e-Mail. ➢ Note: JD approval process - kindly refer the above modules and it has been explained in the detailed manner for JD approval process and all the modules having similar approval process for the application ➢ JD approves the application for annual returns with digital sign via DSC. ➢ Finally, JD uploads the approved/rejected certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. ➢ Therefore, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. ➢ Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director.
Output	Combined Returns, alert message

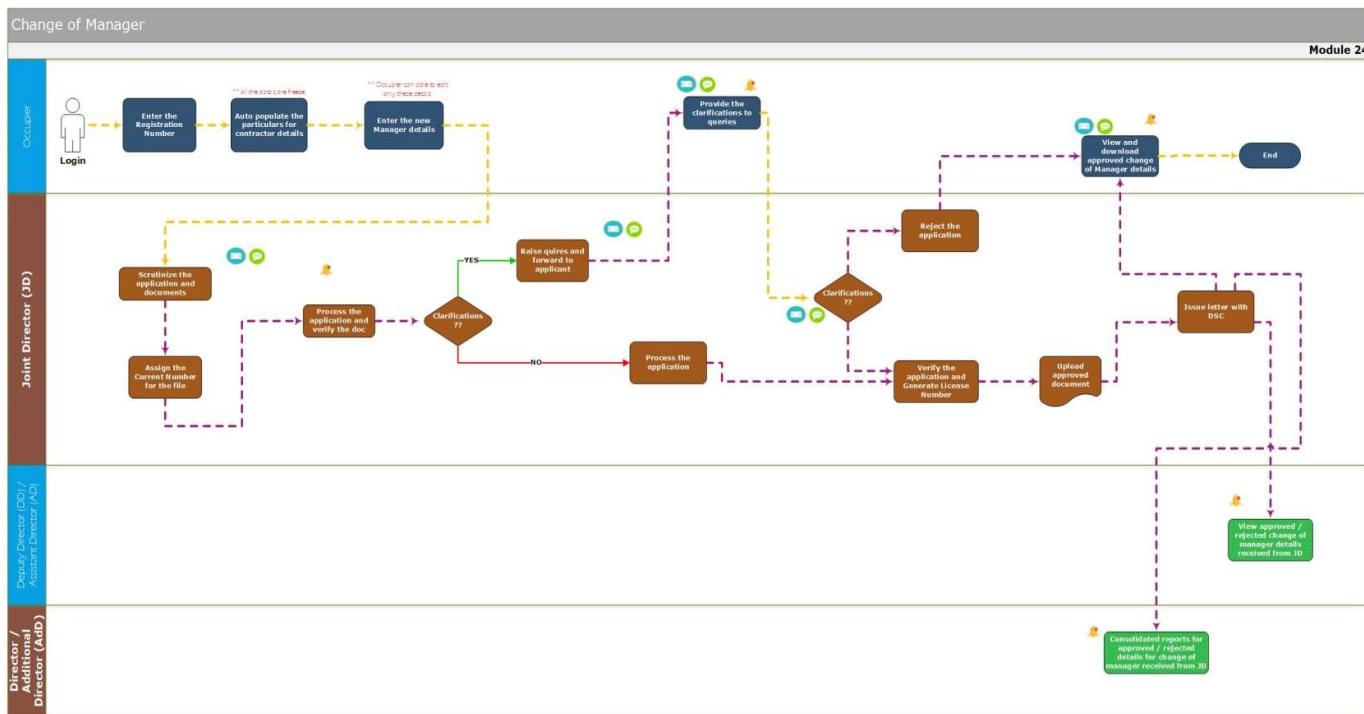
8.7.1.13. Submission of statutory notices

- a. The Submission of statutory notices Backoffice workflow will be taken into its respective officer.

8.7.1.14. Change of Manager

- a. **Workflow**

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Change of Manager

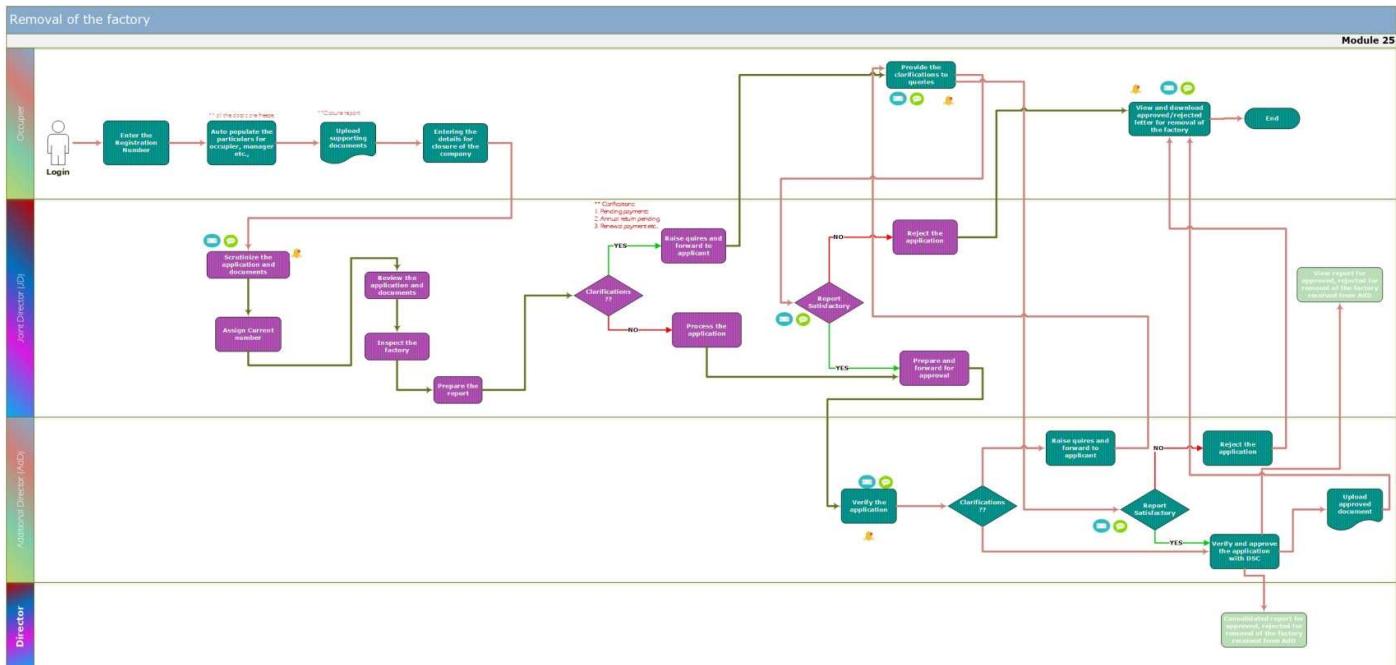
Service	Change of Manager
Objective	The Occupier has to apply through online portal along with the appropriate fees, to the concerned Joint Director, ISH
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Assistant Director
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 15 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • NIL
Main Scenario	<ul style="list-style-type: none"> • Occupier should enter their RC, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and occupier shouldn't be able to edit those details. • The System should provide the provision for occupier to update the particulars for New Manager details.

	<ul style="list-style-type: none">• Next, system should auto calculate for the payment fees (difference amount only) based on the manager details which was entered by occupier and occupier need to complete the payment process before submitting application. Once the application has been submitted it will be forwarded to Joint Director (JD).• JD receives the notification from contractor through SMS or e-Mail.• Note: JD approval process - kindly refer the above modules and it has been explained in the detailed manner for JD approval process and all the modules having similar approval process for the application• JD approves the application for change of manager with digital sign via DSC.• Finally, JD uploads the approved/rejected certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate.• Therefore, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status.• Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director
Output	Change of Manager, alert message

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8.7.1.15. Removal of the factory

a. Workflow



Removal of the factory	
Service	Removal of the factory
Objective	The Occupier has to apply through online portal along with the appropriate fees, to the concerned Joint Director, ISH
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Assistant Director
Supporting Documents	<ul style="list-style-type: none"> • Closure report
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Time limit for registration shall be 15 days from the date of submission of application for registration. • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • Pending Amount
Main Scenario	<ul style="list-style-type: none"> • Occupier should enter their RC, then system should auto populate their particulars such as Factory, Manager, Contractor, etc., and these details should be freezed and occupier shouldn't be able to edit those details.

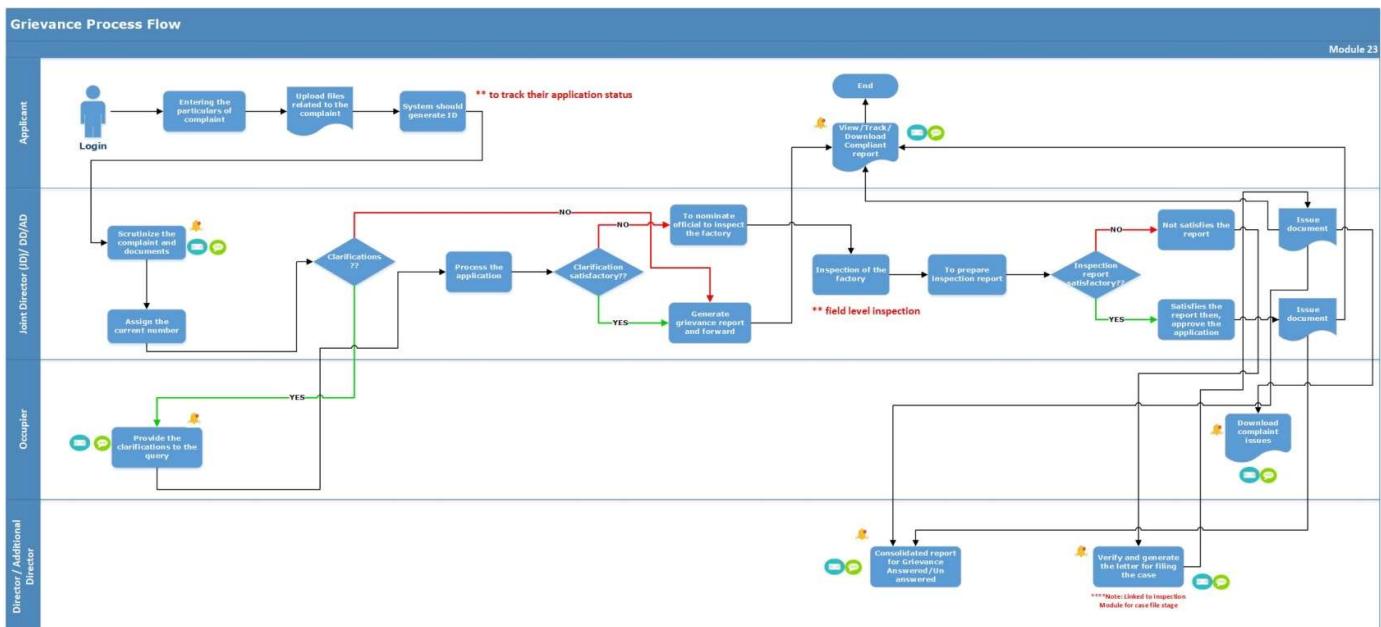
	<ul style="list-style-type: none">• The System should provide the provision for occupier to enter the particulars for closure of the company and uploads supporting documents and submits the application. Once the application has been submitted it will be forwarded to Joint Director (JD).• JD receives the notification from contractor through SMS or e-Mail.• JD Level Process<ul style="list-style-type: none">➢ JD will scrutinize the application along with the supporting documents and can be able to view the particulars of occupier such as factory, Manager, Directors etc.,➢ Next, JD schedules a plan to inspect the factory, after the inspection JD (Field level inspection) prepares the inspection report and during the verification if JD requires any clarification on the application, then the JD raise queries to occupier.➢ In this connection, the occupier receives the notification from JD for requesting the clarifications on that application.➢ Further, the Occupier provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier.➢ If the inspection report is not satisfactory, the JD rejects the application and same has forward to occupier along with remarks. If the report is satisfactory, then the JD forwards the application to AdD along with report.• AdD Level Process<ul style="list-style-type: none">➢ AdD receives the alert notification for new application received from JD through SMS/e-Mail.➢ AD will scrutinize the application along with the supporting documents, during the verification, if AdD requires any clarification on the application then the AdD raise queries (such as pending payments, annual return pending etc.,) to occupier.➢ In this connection, the occupier receives the notification from AdD for requesting the clarifications on that application via SMS/e-Mail.➢ Further, the occupier provides clarification for the queries which was raised by AdD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier.
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	<ul style="list-style-type: none"> ➤ Moreover, AdD prepares the report based on the replies received from Occupier. ➤ If the inspection report is not satisfactory, the AdD rejects the application and same has forward to occupier along with remarks. If the report is satisfactory, then the AdD verifies and approves the application and issues the certificate for Closure of the company with digital sign via DSC. ➤ Finally, AdD uploads the approved/rejected certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. ➤ Therefore, AdD forwards the approved/rejected application details to JD/DD/AD. Then, JD/DD/AD can be able to view the application status. ➤ Finally, AdD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director. ➤ System should maintain the closure company details (ie., Database)
Output	Certificate for Closure of the company, alert message

8.7.1.16. Grievance Redressal System

a. Work flow



Grievance Redressal System	
Service	Grievance Redressal System
Objective	Separate Login facility for grievances. Login facility shall be provided for registering the online complaints or queries
Actors	<ul style="list-style-type: none"> • Occupier • Director • Additional Director • Joint Director • Deputy Director • Assistant Director
Functional Requirements	<ul style="list-style-type: none"> • Validates whether the applicant is registered or not. • Interlinking between inspection modules • Time limit for registration shall be 15 days from the date of submission of application for registration • validation must be as per relevant checklists at entry level itself
Application Fees	<ul style="list-style-type: none"> • NIL
Main Scenario	<ul style="list-style-type: none"> ➤ Applicant has to fill the application enclosed with all necessary documents through online and submits the application to JD. ➤ If application is submitted successfully, an application reference number is generated and sent to applicant's registered mobile number and checks the status of the application by using application reference number ➤ JD receives the notification from applicant through SMS or e-Mail. ➤ JD will scrutinize the application and assigns the current number. If JD requires any clarification on the application, then the JD raises queries to occupier. ➤ In this connection, the occupier receives the notification from JD for requesting the clarifications on that application via SMS/e-Mail. ➤ Further, the occupier provides clarification for the queries which was raised by JD and the occupier provides the reply for the queries within 7 days, if there is any delay, the system generates auto notification to the occupier ➤ JD prepares the clarifications report, if the report is not satisfactory, then JD schedules a plan to inspect the factory, after the inspection JD (Field level inspection) prepares the inspection report. ➤ If the inspection report is not satisfactory, then the JD/DD/AD forwards the application to AdD for approval process.

	<ul style="list-style-type: none"> • AdD receives the notification from JD/DD/AD through SMS or e-Mail. • AdD verifies the application and generates the letter for filling the case and forward to DD/AD. • Note: DD/AD approval process - kindly refer the Inspection module and it has explained in the detailed manner for DD/AD approval process and it having the similar process for approval of the application. <ul style="list-style-type: none"> ➤ If the report is satisfactory then the JD approves the application and issue the Grievance reply with digital sign via DSC. ➤ Finally, JD uploads the approved/rejected certificate and the same is triggered to occupier's dashboard. System should send auto notification via SMS/eMail to occupier for approved/rejected application status. Then, the occupier can be able to view/download their certificate. ➤ System should provide the provision for applicant to download/View the grievance reply from JD, DISH and generates auto notification to applicant via SMS/eMail. ➤ Therefore, JD forwards the approved/rejected application details to DD/AD. Then, DD/AD can be able to view the application status. ➤ Finally, JD prepares the consolidated reports for approved and rejected application details and the same has to be forwarded to Director and Additional Director
Output	Grievance Report, alert message

8.7.1.17. Mobile Application

- a. Mobile application (mobile app) should be developed for the modules namely Registration, Issuance of Licenses, Factory Inspection
- b. Mobile App should support for Android version 6 above and IoS version 9 or above

8.7.1.18. Bilingual

- a. The portal should support both user interfaces & data in Tamil and English languages. DISH will provide the contents for both the Tamil and as well as English

8.7.1.19. History & Audit Trails

- a. System should not allow any delete operations in the system. Only logical delete is allowed i.e. data will be hidden at the background. All transaction histories and audit trails should be stored in the system.

8.7.1.20. Dashboard & MIS Report

- a. Dashboard is a Landing page for the user. The dashboard items and its contents will be displayed based on their user's roles and access permissions. It can be customized by the individual users. The primary dashboard items are as follows: -
 - i. Reminders, Pendency, Things to do – Alerts & notifications
 - ii. Display Current & Past Transaction History
 - iii. Download Deliverables (if valid and exists)
 - iv. Display Status & Tracker
 - v. Set shortcuts to Create / Manage Profile, Aadhaar, Mobile etc. in the dashboard
- b. Multiple Reports has to be designed according to the stakeholders (Master list) and the users. It can be broadly classified into:
 - i. Masters/ Services/Stakeholders
 - ii. Transactions
 - iii. Pendency
- c. The SI should finalize the requirements of MIS reports during the SRS phase in consultation with the DISH and prepare the reports. Any additional reports as requested by the DISH if arises before Go-Live, shall also be prepared within the same cost.
- d. The MIS components should have the following features: -
 - i. Common Search & Filter
 - ii. Organizational, Transactional, Geographical, Periodical & Masters
 - iii. Approved/Rejected License details
 - iv. License Renewal, Medical fitness/Unfitness, inspection, Complaints etc.,
 - v. State, District level
 - vi. MIS reports will be displayed based on user role(s) and access control(s)
 - vii. Basic, Standards & Scheduled Reports (configurable) should be defined and customized
 - viii. Drill down options should be provided in all Aggregated, Summary and Details reports
 - ix. Visual Reports
 - x. Charts should be generated
 - xi. For every reports the options of downloading, print, e-mail should be provided. The generated report should be in a prescribed format and proper print mode.

e. Analytical and Statistical Reports with Histograms

- i. Organized data can prove to be an asset, especially since the information needs to be processed in many ways according to different requirements and demands. Analytics tool said the management in quicker decision making by presenting the data in a much simpler, easier and coherent form. All the valuable information can be obtained through a single glance at the dashboard. Furthermore, various kinds of filters are available to sort the data according to the user specific requirements.

8.7.1.21. Legacy Data Migration

- a. Existing records has to be migrated in the new system. The migration process involves
 - i. Analyze and understand the legacy data
 - ii. Map legacy data in accordance with the new data model
 - iii. Migrate legacy data in to proposed system
 - iv. Test and confirm data

8.7.1.22. Third Party Integration

- a. The proposed system will be integrated eventually with various external and legacy systems. So the system should be designed individual loosely coupled servicing model with open web services and can enable integration with minimum efforts. The proposed integration systems are. However, this section has to be further analyzed and updated during the requirement gathering and software development phase.
 - i. E-sign (Digital Signature)
 - ii. Aadhaar integration
 - iii. e-mail and SMS Gateways
 - iv. SBI MOPS Payment Gateway
 - v. Integration with IFHRMS Portal for statutory fees payment
 - vi. Integration with National Statistical Office Portal
 - vii. Integration with Shram Suvidha Portal
 - viii. Integration with Single Window Portal
 - ix. All API's will be provided by the DISH. The responsibility is held with the respective department/Agency and their System Integrator.

8.7.1.23. Modification on the Services in line with Occupational Safety, Health and Working Conditions Code 2020

- a. The Proposed Occupational Safety, Health and Working Conditions Code 2020, will subsume 13 existing labor acts. Hence some services need to be tweaked appropriately at the time of implementation of the Code.

8.7. User Management & Administration

- a. The Administration module is the core for the entire application which enables the system administrator to create the user, their roles and access control list, manages the master data, configures the application for the business.
- b. User management function shall provide the functionality to define, add, modify and delete user/permissions to the systems. Also, the system administrator shall monitor the activities of each user.
 - i. To enable admins to control user access and on-board and off-board users to and from IT resources
 - ii. User creation, edit and delete (logical delete)
 - iii. User Logs & Tracking
 - iv. The solution must be comprehensive with user provisioning, de-provisioning and password management tools.
 - v. To maintain accountability and enforce access restrictions, the solution must map the user access requirements to roles and the provisioning tool must provide “Role” based provisioning and de-provisioning capabilities
 - vi. The solution must support “Delegated” model of administration to support user administration based on department, type of user (intranet / internet), location etc.
 - vii. The proposed solution should use Workflow engine to define workflow to the user management processes.
 - viii. The solution must provide flexibility to allow users to self-register for less sensitive applications with a pre-defined workflow. The solution must also allow users to reset their passwords on those applications that they have accounts on without the intervention of the administrators /helpdesk.
 - ix. The solution must provide capabilities to define “Time based Actions” so that provision / de-provision, enable, disable and delete actions to be driven by date

attributes

- x. The solution must provide capabilities to receive inputs from various HRMS systems or any other trusted data source with respect to user information. Hence the provisioning tool must have an option to accept a feed from such systems to populate initially and for subsequent changes as well.

8.8. Master Data Management

- a. Master data is nothing but the core and supplementary data for any application. User interfaces should be designed to manage all the master data for the following activities:
 - i. Create / Manage Profile, Organization Hierarchy and etc.
 - ii. Create / Manage Events, Workshop, Status and etc.
 - iii. Create/ Manage any other relevant master information

8.9. Configuration System

- a. This module includes support customization of different modules including workflow management, record level mapping / remapping of components, designing and scheduling different reports for different user levels etc. The configuration module is primarily to configure:
 - i. Service Level Agreement for each service and its processes
 - ii. Escalation matrix, if any
 - iii. Configuration of Nodal officers
 - iv. Workflow management
 - v. All the variable items that can be set for the entire system
 - vi. Dynamic parameters for reports like label and their values
 - vii. Run time inputs values for expressions etc.,
 - viii. Application and system variable can be defined here. Alert and notifications messages, SMS and e-Mail contents, reporting templates, labels and other configuration parameters are defined in this module.

9. Key application and Design principles

- a. The section contains the description of the key design principles which are expected to provide indicative measures to define the functional requirements for the services. Wherever applicable, the following architecture principles have to be considered while designing the proposed solution.

Application Design Principles	Detail
Interoperability	<p>a) Software solutions and hardware infrastructure should conform to the defined industry standards that promote interoperability of data, applications and technology.</p> <p>b) Keeping in view the evolving needs of interoperability, especially the possibility that the solution would become the focal point of delivery of services and may also involve cross-functionality with the e-Government projects of other departments / businesses in future, the solution should be built on Open Standards.</p>
Extensibility & Scalability	<p>a) Applications must evolve to support new business requirements and make use of new technologies. The system shall be extensible and scalable to allow additional capacity/ bandwidth/ volume of users in future.</p> <p>b) The infrastructure elements such as Data Center, Disaster Recovery infrastructure and network infrastructure have been designed keeping this principle in mind.</p>
Design for performance and reliability measurement	<p>a) Applications and technology components (processors, network, etc.) should be implemented in such a manner that Service levels required like a sub-second response to beneficiary authentication is complied with.</p> <p>b) The application must allow efficient utilization and performance of underlying compute, network and security infrastructure. The deployment architecture must allow for fault tolerance and load balancing, and enable horizontal scaling of servers and storage upgrades without affecting solution uptime</p>

Security	<ul style="list-style-type: none"> a) The System to be implemented under this project should be highly secured, considering the requirements of handling sensitive data including online transactions. The overarching security considerations are described below. b) The security services used to protect the Solution shall include: Identification, Authentication, Authorization, Role-based Access Control, Administration and Audit with support for industry standard protocols. c) The solution shall support advanced user authentication mechanisms including Digital Certificates/e-Sign d) Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system. e) The solution should provide a facility for maintaining an audit trail of all the transactions. f) Tamper proof data storage system needs to be used to prevent unauthorized operations.
Ease of Use	<ul style="list-style-type: none"> a) It is a positive incentive for use of applications. b) It encourages users to work within the integrated information environment instead of developing isolated systems to accomplish the task outside of the enterprise's integrated information environment. The knowledge required to operate one system will be similar too there if the look and feel of the applications are similar.

9.7. Proposed system

- a. The proposed application would be an internet-based application running from a centralized location. The application would follow a modular architecture where different modules would interact and share data between themselves.

9.1.1. Application Components

- a. The solution must be accessible over the various Network platforms including Internet, Internet through Broadband and Mobile Networks, using devices such as Desktop Computers, Laptop Computers, Tablet PCs and Smart Phones for Data Entry, Download / Upload, Viewing and other applicable forms of access.
- b. The Solution shall be governed and supported by the Standard Operating Procedures, which includes Security Audits, established Policies, Maintenance components such as SLA, AMC, etc., System Administration and Database Administration support, besides the infrastructure maintenance support for the Application Server, Database Server, OS and Middleware, Security Systems, Network Monitoring, Replication / Backup, Disaster Recovery Setup, etc.
- c. The Application must interface with the external applications and systems as follows:
 - i. Other Applications/portal/APIs
 - ii. Mail Server (for sending reminders and mailers from the Application),
 - iii. Exporting Options (in PDF and Excel formats)
 - iv. SMS Gateway (for sending reminders and alerts from the Application)
 - v. Data Warehousing Servers and Business Intelligence / Reporting Servers
 - vi. Payment Gateway

9.1.2. Data Principles

- a. The data strategy needs to be founded on clear, agreed-upon principles, such as the following:

S. No.	Data Principle	Rationale	Implication to proposed solution
1	Data Availability	Data should be readily available to those with a legitimate need for it.	Data will be organized and managed so as to maximize its value.
2	Data simplicity	Enhance intuitiveness and minimize change management with respect to data interpretation and usage	The way of storing data in database should be simple

3	Data Creation All organization's data should be captured once at the point of its creation	i. Processes for data capture, validation, and processing should be automated wherever possible. ii. Data should only be entered once. iii. Data should only be collected if it has known and documented use and value.	i. Minimize multiple touch points of input data and capture it at source. ii. Details are captured at the time of registration and only service transaction details are updated subsequently
4	Data Update Processes that update a given data item should be standard across the department.	Ease of tracking of data update	Ensure that there is a known method of data update and tracking subsequently.
5	Data duplication Data should not be duplicated unless duplication is essential for practical reasons.	Data duplication leads to loss to data integrity over a period of time and must be minimized.	Data duplicated from the primary data source to be clearly identified as copies.
6	Data Security	Minimize losses due to inappropriate usage of sensitive data	Adequate data security standards to be adhered to.

9.1.3. Requirements on Adherence to Standards

- a. The proposed solution should be designed based on open source and open standards, to the extent feasible and in line with overall system requirements, in order to provide interoperability with multiple platforms and avoid any technology or technology provider lock-in
- b. The list of standards is indicated for reference but may not to be treated as exhaustive:
 - i. GIGW guidelines as per Government of India
 - ii. Screen Reader technology as per GIGW Standards
 - iii. W3C standards for Webpages
 - iv. SOAP, HTTP/HTTPS for information access / transfer protocol
 - v. SOA and other Open standards for Web Services Interoperability
 - vi. RSA standards for Digital Signature

- vii. PKCS specifications for encryption
 - viii. SSL protocols for secure communication
 - ix. ISO 27001 for Information Security
 - x. IEEE/ ISO/ CMMI specifications of Documentation
 - xi. Open Source for Software Development&Deployment
- c. Architecture should be built on Internet involving n-Tier and should not be based on any proprietary standards. Application should be developed using web-based technology and run independent of Operating System and web browsers. Architecture should support multi-tenancy and should be compatible to host in any environment.
- d. The coding and documentation should be compliant with the standards for quality of software and services as prescribed by the State Government and Government of India.
- e. The application must support standard browsers like Firefox, Chrome, IE, and also compatible with prevalent mobile browsers.
- f. The solution must support complete scaling and growth without performance deterioration.
- g. The response time to open / load a page should not exceed 06seconds.
- h. The time taken to complete a database transaction should not exceed 5seconds.
- i. Generation of MIS reports shall not take more than 15 to 30 seconds to display the same.
- j. In addition to above, the proposed architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution would be linked and connected to other sources (websites, contents, portals, systems of other Agencies). The proposed system must also adhere to any standards defined by GoI.

9.1.4. Compliance with Open Standards

- a. The proposed solution shall be compliant with industry standards, wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation and testing.

9.1.5. Government of Tamil Nadu - Reference Standards

The web portal must be designed following the Reference standards published by the Government of Tamil Nadu and in line with overall system requirements set out in this RFP, in order to provide for good quality, security and interoperability with multiple platforms and avoid any technology or technology provider lock- in. The Reference Standard documents are accessible at:

https://it.tn.gov.in/index.php/en/it_policies_acts_and_rules

10. Application

10.1 Application Study and Analysis of Requirements

- a. The Successful Bidder would be required to study the existing application and functioning of the Department in a manner that will enable the Successful Bidder to meet all the requirements of this RFP. The gaps have to be analysed from the existing process and successful bidder has to suggest a re-engineering process (if required).
- b. The Successful Bidder shall analyse these requirements to ensure the requirements are complete, accurate, consistent and unambiguous.
- c. Post the detailed study, the functionality of the proposed application would be agreed with two major boards before beginning the design of the system.

10.2 Solution Design

- a. Based on the completion of requirements study, the design of the Solution would be done by the selected System Integrator. An indicative list of documentation to be prepared as part of this phase:
 - i. Detailed Design document detailing Technical architecture (application, network, and security)
 - ii. Data Architecture, interface architecture and integration architecture, appropriate load balancing and clustering techniques should be adopted by the Successful Bidder in the Solution design for meeting the requirements of the RFP.
 - iii. SRS document shall be prepared and validated with Directorate of Industrial Safety and Health / TNNeGA and to meet the standards specified in this RFP. The SRS Validated and approved by Directorate of Industrial Safety and Health / TNNeGA for all subsequent phases of application development and deployment from an Application requirements perspective.
 - iv. The Successful Bidder is required to keep all such documentation up to date to reflect the latest enhancements/modifications made to the application.

10.3 Application Development

- a. The Successful Bidder would be responsible for developing, testing and implementing the end-to-end application. The application developed would be evaluated against the SRS as approved by the Directorate of Industrial Safety and Health & TNNeGA.
- b. The Successful Bidder would be required to deliver the overall application along with all the services of Directorate of Industrial Safety and Health and documentation in line with best standards.

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- c. The successful Bidder should consider appropriate open source technology stack for the development & production environment
- d. The web application should be mobile friendly with facilities to upload documents from mobile devices.
- e. The site has to be best viewed with standard web browsers such as IE, Firefox, Mozilla, Chrome, etc.
- f. Web application shall have single view of all contact and basic information related to Directorate of Industrial Safety and Health including departments, citizens and others related agencies. The basic information related to Directorate of Industrial Safety and Health shall be updated on regular basis whenever required using content management system.
- g. All interface/pages performing similar functionality will have consistent look and feel. Appropriate titles will be given to each page. The titles will specify the functionality of the Page.
- h. Access to the functionality of the application will be controlled based on the user type.
- i. Navigation facilities will be provided to navigate from one page to another page with the minimum number of clicks.
- j. The Administration module is the core for the entire application which enables the system administrator to create the user, their roles and access control list, configures the application for the business.
- k. User management function shall provide the functionality to define, add, modify and logical delete user/permissions to the systems. Also, the system administrator shall monitor the activities of each user.
 - i. The system must allow to create / update / soft-delete user and user profile.
 - ii. The system must allow the user to limit access to cases to specified users or user groups.
 - iii. The system should provide for role-based control for the functionality within the system.
 - iv. The system must allow only admin-users to set up user profiles and allocate users to groups.
 - v. The system must allow changes to security attributes for groups or users (such as access rights, security level, privileges, password allocation and management) to be made only by super-admin.

- vi. System should allow the user to access only those functionalities that he/she is authorized to access.
- vii. System should allow a maximum of three attempts to login in case of failed to login. This should be followed by a period of non-access.
- viii. System should allow the user to regenerate a lost password/reset password with set of hint questions.
- ix. System should allow creation of new users, change of roles and any other actions that affect their authentication and authorization settings.

10.4 Application Testing & User Acceptance Testing (UAT)

- a. Once the application development has been completed by the Successful Bidder, the Successful Bidder will thoroughly test the application at his end. Selected Successful Bidder should carryout Unit Testing, Integration Testing, System Testing and Performance / Load testing. The inputs for this activity will be the design documents approved by the Directorate of Industrial Safety and Health and TNNeGA. The successful bidder should have the ability to troubleshoot the errors and submit the test cases based on whichever scenarios the application has been tested.

10.4.1. Unit Testing

- a. Unit Testing will be done in parallel to the development by successful bidder also the test cases, test matrix and the snapshots of the test results will be submitted to Directorate of Industrial Safety and Health and TNNeGA.

10.4.2. Integration Testing

- a. The successful bidder shall thoroughly test the Web Application at successful bidder's premises for functional testing and integrated testing as per the standards and proven methodologies. A test report of the integration testing with snapshots shall be submitted to the Directorate of Industrial Safety and Health and TNNeGA at the time of submission of UAT Test cases.

10.4.3. Performance Testing/Load Testing

- a. The successful bidder shall enable to conduct performance testing on many performance test parameters (industry standard parameters). At the time of requirement sign off the successful bidder may provide their study results for the number of concurrent users and average transactions per day of the proposed system and plan the Performance & Load Testing accordingly.

- b. The successful bidder shall incorporate the changes/suggestion given by the load testing agency.

10.4.4. UAT server Installation

- a. The successful bidder shall install the Web Application along with services in a Department staging server for the purpose of UAT.

10.4.5. User Acceptance Testing (UAT)

- a. The Successful Bidder will design detailed procedures for User Acceptance and also develop the UAT plan.
- b. UAT shall be done at Directorate of Industrial Safety and Health. Module wise bugs report shall be submitted to the Directorate of Industrial Safety and Health and TNNeGA. The bugs shall be resolved and retested by Successful Bidder. The test cases for UAT will be given by the Successful Bidder and validated by TNNeGA and approved by the Directorate of Industrial Safety and Health / TNNeGA. The Department would inform the defects identified in each round of UAT to the Successful Bidder. The Successful Bidder will be required to troubleshoot or resolve the defects and resubmit the application to Department. This process of UAT will continue in an iterative manner **till zero defects are shown by the Successful Bidder for the test cases developed.**
- c. The Successful Bidder also needs to ensure that errors/ defects detected in previous round of tests do not get repeated in successive tests.
- d. The changes if any at this stage shall be made in the software without any additional cost and it shall be updated in SRS. The UAT shall be completed, and signoff shall be obtained from the Directorate of Industrial Safety and Health and TNNeGA.

10.5 Release Management

- a. The successful bidder should maintain the source code and other artifacts in a repository system. Every release the release build along with its release note should be maintained in the repository. Anytime, the production environment can be rolled back to any of its previous versions without any difficulty.

10.6 Capacity Building and Training

- a. Comprehensive planning of Capacity Building Program for implementation of online services for User department is fundamental as it has direct association with the success of the overall implementation. For training to be considered effective, a number of high level

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objectives need to be set that need to be monitored at periodic intervals. An overall plan for Capacity Building across the Districts has to be prepared based on the training objectives.

- b. Primary Training requirements are: -

S. No.	Description	Remarks
1	Location details	District level and State level
2	Number of users to be trained	500 approx.
3	Number of training sessions	One for each district and one at State level
4	Training period per location	One day

- c. The major components of capacity building and training programs are
- Identification training objectives
 - Planning and Scheduling
 - Preparation of training materials, help files and etc.
 - Provide the required training materials, manuals, help files in both soft and hard copies during the training session for all trainees.
 - Conduct the training programme
 - Address the user issues and resolve if required.
 - Get feedback and close the feedback loop
- d. The venue, refreshments and other facilities will be provided by the Directorate of Industrial Safety and Health.
- e. Before deployment of the system training needs to be conducted. If any updation or refinement carried out in the system, training may be conducted.

10.7 Software freezing

- After UAT and Pilot testing, the software shall be finalized for all the standardized parameters. The Web Application shall be ready for rollout.

10.8 Rollout and Hand-holding

10.8.1. Data Center and DR installation

- The successful bidder shall size the hardware and software requirements for hosting & deployment and install the application in the production servers. The successful bidder shall finalize the architecture and server configuration and submit to Directorate of Industrial Safety and Health / TNNeGA for validation and approval. The successful bidder shall install the Operating System, Database and Web services, Web Application, DB servers and other required components and services and also support & install the necessary software required for the implementation of e-Sign/Digital Signature. The web server/middle ware servers shall

be configured for the parameters standardized during the UAT and pilot. The application may be replicated from staging server.

- b. Any modification or corrections in the Web Application should be done in the staging server and pushed into the production server after testing. The application should comply with all the standardized parameters.

10.8.2. Rollout

- a. The finalized software should be rolled out in DISH / all Districts/units of Department. The successful bidder shall discuss phased approach with DISH and shall ensure that all the user locations are rolled out within the agreed time frame. After successful rollout, the developed web portal/software applications must be handed over to DISH & TNNeGA (Preferably in an encrypted Pen drive) for back-up purpose.

10.9 IT Infrastructure

- a. The Successful Bidder shall be responsible for hosting the Web Application (responsive) for Directorate of Industrial Safety and Health. The Directorate of Industrial Safety and Health will buy the H/W& licenses and the successful bidder will support the installation, commissioning and other deployment activities with the OEMs and other stakeholders.
 - i. The proposed Hosting solution should be centralized on ASP (Application System Integrator) ALL Hosted Solution Model
 - ii. Hosting must be done in Tamil Nadu State Data Center & the ELCOT DR Site.
 - iii. The proposed Application solution should provide followings without compromising in the quality & performance of the services:
 - a. High Reliability
 - b. High Availability (24*7*365) i.e., >99% Server Uptime
 - c. High Scalability (750 concurrent users) with Load Balancing & Clustering as per the need.
 - d. High Performance (The proposed solution should work even in low bandwidth like 128 Kbps using dialup connection)
 - e. It should not take more than 6 seconds for responding to the users
- b. The Successful Bidder shall deploy commission and configure the Software, Servers and Networks for the staging and production environment. Also, the environment should test before Go-Live by the successful Bidder. The Successful Bidder should support the content management and training activities. The bidder shall ensure that the deployment strategy and solution for Application/mobile solutions is vendor neutral and not specific to any hardware.

10.10 Implementation and Support

- a. The selected System Integrator's responsibilities during this phase would include:
 - i. Implementation and commissioning of the application at all locations.
 - ii. Provide technical support to resolve any issues logged by internal and external stakeholders through the internet / Helpdesk.
 - iii. Engage in patch management, testing and installation of software upgrades issued by the OEM/vendors from time to time.

10.11 Software Change management

- a. Making enhancements / modifications to the application including Web-Application arising from changes in legislation or regulations or change in user requirements or any other factors.
- b. Any change to the application from the System Requirements specification document agreed and signed-off by the Department. The Successful Bidder is expected to adopt the relevant procedures, protocols and standards of a mature Software Development Life Cycle (SDLC) including (but not limited to) the following for any enhancement / amendment done to the application during the course of the Project.
 - i. Feasibility study / Proposal for change
 - ii. Requirement study
 - iii. Design
 - iv. Development
 - v. Unit and Integration testing
 - vi. User acceptance testing
 - vii. Rollout
- c. Before proceeding to the next phase, the Successful Bidder shall ensure that formal approval of the Directorate of Industrial Safety and Health /TNeGA for deliverables (including documentation) is obtained.
- d. Even for enhancements/amendments to the application, the Successful Bidder will be required to prepare all documentation applicable as otherwise done for the Application as per industry standards. This includes but not limited to
 - i. Change request logs
 - ii. Design documents
 - iii. Test documents
- e. Preparing at-least the following documentation as per industry standards at the implementations stage:
 - i. Software installation guide
 - ii. Application release documents

- iii. User manuals & Training manuals
- iv. Detailed documentation of any changes to the application including proposed changes, impact to the system in terms of functional outcomes/additional features added to the systematic.
- f. All documentation should incorporate necessary version control mechanism.

10.12 Software Documentation

- a. An indicative list of documents to be developed and maintained by the Successful Bidder is mentioned with various activities above. All documentation should be prepared as per latest Government standards and should incorporate necessary version control mechanism.

11. Non-Functional Requirements

- a. Bug fixes and updates to the asset or the underlying software stack.
- b. Bidder is required to provide scheduled operations 24 hrs. a day, 7 days a week, for the Application.
- c. The bidder is required to provide 99% system availability uptime measured over a calendar month based on Service Hours of 24/7/365 for the core modules.
- d. The bidder shall provide SLA metrics for database backup, recovery and maintenance.
- e. The bidder shall support resolution times for reported incidents as follows:-
 - i. Level 1 Severity - 4 hours
 - ii. Level 2 Severity - 8 hours
 - iii. Level 3 Severity - 16 hours
 - iv. Level 4 Severity - Next release
- f. The Technical & Functional requirements of DISH Portal have been categorized into following table and wherever applicable they should be followed diligently:

S. No	Description	Specification
1	Design	Web based with capability to work on both intranet and internet
2	Architecture	Should support built-in fault tolerance, load balancing and high availability. Should have capability of providing caching functionality.
3	Platform	Platform independent/ capable of running on all major system environments both on 32 bit and 64 bit architecture
4	Database	All data and metadata should support standard RDBMS portability like Oracle, MS SQL, MySQL, PostgreSQL etc.
5	Integration	<ul style="list-style-type: none">a. It should support integration based on standards such as XMLb. It should support integration with Email Serversc. It should be integrated with required third party applications

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6	File Format	a. Support for latest file formats JPEG / PDF
7	User Directory	a. Should support standard LDAP Services like MS Active Directory etc.
8	Search facility for records	<ul style="list-style-type: none"> a. Search should base on the following: b. Keyword Based Search on the metadata fields c. Nested Searches based on OR, AND, NOT operators d. Content based search e. Thesaurus Based Search f. Provision for automatic saving (through a log) all searches so as to track the usage pattern. g. Should mandatorily support Wildcard searching. h. Search within search feature i. Extensive search facility to retrieve documents or Folders/Files j. Should support sorting of search results based on relevance, submission date etc. k. Advanced searches like misspelled words, typographical errors, phonetic searching, Word stem searching, etc. is preferred
9	Performance Benchmarks	<ul style="list-style-type: none"> a. User Login: User should be able to login within a maximum time of 5 seconds b. User Logout: User should be able to log out within a maximum time of 5 seconds c. Pages: ALL pages must open (on Archives intranet) within a maximum time of 5seconds. d. (Navigation: Users should be able to navigate from one to other page in maximum time of 5 seconds. Ability to go back on the previous pages by clicking back button in maximum time of 5 seconds e. Search: Searches must return results within a maximum time of 5 seconds f. Idle Time: Users should be logged out if application is not used more than 5 minutes g. Test Report: Third party test reports certifying the above benchmarks should be submitted by SI before Go Live of the application
10	Access Rights	<ul style="list-style-type: none"> a. Allows Multiple User Access levels and Authorization of Users depending on Roles. b. Users shall not be able to delete records. c. Any changes in record shall be appended to the original record d. Secure access providing features like View Records, View Metadata, Update Records, Update Record Metadata, Modify Record etc. should be configurable by the administrator.

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		<ul style="list-style-type: none"> e. Security definable at folder, sub-folder and document level f. Security must conform to US DoD standards of records management
11	Security	<ul style="list-style-type: none"> a. The viewing of the PDF/A on Internet and Intranet should be secure. b. Application should provide alerts in case of security breaches. The system requirement for security breaches is to be finalized during requirement analysis. c. Should have the ability to automatically remove temporary role assignments after a predefined period. d. Should provide security levels for classifying records as confidential, classified, public access etc.
12	Certification	<ul style="list-style-type: none"> a. Website Quality certification from STQC b. Security Auditing from Cert-in empanelled auditor.
13	Audit	<ul style="list-style-type: none"> a. Log all the actions done by individual users with user name with the following functions (not limited to): b. Action which is carried out by the user c. Object to which action is applied d. User carrying out the action e. Date and time for the action f. Audit Trail Report g. Should support both database and file system based audit logs h. Audit trail should record changes made to metadata associated with any folder or record i. Provide statistics to evaluate usage of repository
14	Reports and alerts	<ul style="list-style-type: none"> a. Provide statistical report on activity and status of all process flows b. Customizable dashboard view based on user rights. Provide the capability for end-users to create ad-hoc reports, to run "on the-fly" c. Audit trail reports
15	Data Backup	<ul style="list-style-type: none"> a. Support automated backup and recovery facility for all records in tape library
16	Software Development Kits	<ul style="list-style-type: none"> a. Provision of all applicable software development kit and web services for interoperability for developing customized software on top of core software

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17	Workflow module	<ul style="list-style-type: none"> a. Customization of workflows as per the required modules in the functional requirement of the application b. System should have the ability of creating ad-hoc workflows
18	Viewing of records	<ul style="list-style-type: none"> a. Server based Inbuilt Document Image Viewer for displaying image document without native viewer. b. Viewer should be browser independent c. PDF documents when opened should be viewed with visible watermarks with print & download/save disabled. d. In case of images with printed English text, the output PDF document should be searchable. In this case the PDF should also be reflow able such that the text readjusts itself on the basis of the size of the screen.
19	Administration	<ul style="list-style-type: none"> a. It should provide web-based and desktop administration module. b. It should support multiple level of access rights like read, create, modify, soft / logical delete etc. on records and folders c. It should have inbuilt health and monitoring tool for proactive monitoring of application and services like No of active users, no of concurrent users, idle session time out etc. d. It should provide ability of doing database schema migration ability to easily migrate to new versions eliminating lengthy version upgrades.
20	Help	<ul style="list-style-type: none"> a. Proposed solution should provide context sensitive 'Help' operation.

11.1 Security Audit

- a. The security audit shall be carried out by the empaneled vendors of TNNeGA. The successful bidder should clear the issues (non-Conformity) reported by the IT security audit agency. After the compliance certificate issues by the IT security audit agency, the Web Application will be deployed in the SDC cloud environment. The cost of Security Audit shall be paid by TNNeGA.
- b. The SSL to be obtained from ELCOT r/c vendor, the generation of CSR and other related activities pertaining to installation & maintenance of SSL certificate belongs to successful bidder. The payment for the procurement of SSL will be made by the concerned department i.e., Directorate of Industrial Safety and Health.

11.2 Implementation Timeline

Milestone	Timelines (in month)
Award of Contract (LOA)	T1
Provide performance Bank guarantee, signing of	T2=T1+10 days

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contract and issue of work order	
SRS Sign off	T3= T2 + 7 Days
Development & Integration Testing	T4= T3 + 90 Days
UAT Sign Off	T5= T4 + 7 Days
Security Audit completion, Training, & Go-Live	T6=T5 + 16 Days
Warranty	T7= T6 + 12 Months

Note: Penalty/Liquidated damages will be levied for any delay as per clause. 7.12.

12. Deliverables

- i. The selected agency shall deliver the following:
 - 1. Project Plan and Schedule along with Project implementation timeline
 - 2. Design Documents
 - 3. Solution method and approach
 - 4. Software Requirement Specifications (SRS)
 - 5. Work Breakdown Structure
 - 6. Customized dashboard and MIS Reports
 - 7. Requirement Traceability matrix
 - 8. Test reports
 - 9. Release Management Plan
 - 10. User Manuals, Help files, training materials and Trainings
 - 11. Application Deployment Plan
 - 12. Backup, restore procedure
 - 13. SOP (Standard Operating Procedures) for O&M
 - 14. Source code (complete source code with versions and latest versions used in the Go-Live system)
 - 15. Minutes of Meetings

12.1 Milestone Deliverable Matrix

Sl. No.	Milestone	Deliverable(s)	Approval/Sign-off authority
1	SRS	SRS document, Use Cases, Test Cases &CRs	Directorate of Industrial Safety and Health and TNNeGA
2	Design	Design Documents, Updated Plans, updated SRS&CRs	Directorate of Industrial Safety and Health and TNNeGA

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3	Development	Unit report, CRs & latest Source code version	Directorate of Industrial Safety and Health and TNeGA
4	System and Performance Testing (including Integration)	Test reports, Action taken Report on Issues &CRs	Directorate of Industrial Safety and Health and TNeGA
5	UAT signoff	UAT report, Action Taken Report on Issues & CRs	Directorate of Industrial Safety and Health
6	Security Audit	Audit Report &Certificate	Directorate of Industrial Safety and Health and TNeGA
7	Training	Training materials, Participation list &Feedback form	Directorate of Industrial Safety and Health and TNeGA
8	Implementation	Server Logs for successful deployment and configuration, Screenshots of the Application, reports from the Live system and Source code of entire system (latest version deployed In the Go-Live system)	Directorate of Industrial Safety and Health and TNeGA
9	Release Notes	Information on Build versions along with its relevant source code files and Its related versions	Directorate of Industrial Safety and Health and TNeGA
10	Warranty Support	Bug fixing report, system Tuning report & Patch update. Incident and resolution report, Support personnel attendance if required (in case of T&M payments), SLA compliance report, CRs, production support details report, Monthly task completion report.	Directorate of Industrial Safety and Health and TNeGA

13. SLA Monitoring and Warranty

13.1 Service Level Agreement

- a. The Web Application should be developed, deployed, and hosted at the central server. Necessary application-level support should be mainly at the server side. However, client level support shall be required when the issues are reported by the department.
- b. The successful bidder shall ensure system uptime more than 99%. The uptime will be monitored on a quarterly basis.
- c. The initial contract is for a period of 16 months (4 months for development & deployment

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(SRS to Go-Live), 12 months as warranty). The SLA will be monitored during this period.

- d. The onsite support persons shall handle the service calls and comply with the SLA. Any bugs or errors beyond the level of onsite support, the service shall be escalated to the back-office team for rectifications.
- e. The successful bidder will maintain logs for the entire contract period.

Sl. No.	Service	Expected service Level target	Penalty
1	System support - System Availability	99% uptime	<ul style="list-style-type: none"> a) 95% to 98.99%: 1% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount. b) Less than 95%: 2% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount. c) Beyond 10% penalty for the milestone, the Department may take a decision as per the exit clause.
2	Concurrent users	750	<ul style="list-style-type: none"> a) For < 750 and > 500 concurrent users: 1% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount. b) For < 500 concurrent users: 2% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount. c) Beyond 10% penalty for the milestone, the Department may take a decision as per the exit clause.
3	Response Time for the Forms in Application	2 second	<ul style="list-style-type: none"> a) For <= 2.00 seconds: No penalty b) For > 2.00 sec and < 3.00 seconds: 1% of milestone payment amount for every week from the date of SL slippage with a cap of 5% of milestone amount c) For > 3.00 seconds: 2% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount

13.2 Warranty Period

- a. Free Warranty should be covered for the duration of 12 months from date of Successful Roll Out (Go-live).

14. Change Request

- a. All changes requests that may be required for any reason by the Department shall be made

in accordance with the procedures to be established by the Department in this regard. The Bidder shall ensure nil downtime of software, prompt execution of customization and enhancement requirements, version control mechanism and also to develop smooth upgrades and version changes, ongoing training and feedback mechanism. Change requests shall be considered only up to 25% of the contract value for any increase in scope of work. For finalizing the cost implications of the change requests, rates specified in the price discovery of the price bid format will be considered.

15. Intellectual Property Rights (IPR)

- a. The ownership and IPR of the deliverables made under this Contract would always rest with Directorate of Industrial Safety and Health and TNNeGA. The ownership and IPR of the Proprietary tools and/or other tools used by the successful bidder or third party or parties for the purpose of making the deliverables would always rest with the respective parties. The successful bidder would disclose such tools to be used under this Contract to Directorate of Industrial Safety and Health and TNNeGA.

16. Review and Monitoring

- a. The successful bidder should be accountable to Directorate of Industrial Safety and Health for successful implementation of the Web Application. TNNeGA/ Directorate of Industrial Safety and Health will hold scheduled review meeting and the Successful Bidder should report the progress to Directorate of Industrial Safety and Health and adhere to the decisions made during the review meeting.

17. Exit Clause

- a. At the time of expiry of contract period, as per the contract between the parties, the successful bidder should ensure a complete knowledge transfer to the new professional replacing them within a period of 4 weeks. The successful bidder at the time of exit process will supply the following.
 - i. All information relating to the work rendered
 - ii. The developed web portal/ software applications (including source code, User manual, software build and release configuration files and associated scripts, design & API documents) must be handed over to TNNeGA (preferably in a portable drive).
 - iii. Project data and confidential information
 - iv. All other information including but not limited to documents, records and agreements relating to the services reasonably necessary to Directorate of Industrial Safety and Health or any other agency identified to carryout due diligence in order to transition the provision of services to Directorate of Industrial Safety and Health or any other

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- agency identified.
- v. All properties provided by Directorate of Industrial Safety and Health shall be returned.
 - vi. Before the date of exit, the successful bidder shall deliver to Directorate of Industrial Safety and Health all new and updated deliverables and shall not retain any copy thereof.

18. Payment Terms

- a. No advance payment will be paid. Stage-wise payment will be released based on the milestone deliverables completed and approved by Directorate of Industrial Safety and Health.
- b. The payment will be released in stages on achieving the following milestones.

S. No.	Milestone	%of Total Fee	Basis of Approval
I	Total project cost(R)		
1	SRS Sign Off	10%	On approval of Directorate of Industrial Safety and Health and TNeGA
2	UAT Sign Off	40%	On approval of Directorate of Industrial Safety and Health and TNeGA Copy of Security and Performance Testing Certification
3	Training & Pilot Roll out& Security Audit clearance	10%	On approval of Directorate of Industrial Safety and Health and TNeGA
4	Go-Live	25%	On approval of Directorate of Industrial Safety and Health and TNeGA
5	On completion of warranty period of 12 months	10%	On approval of Directorate of Industrial Safety and Health and TNeGA
6	After Successful Completion of Exit Management as per Cl.17 of RFP	5%	On approval of Directorate of Industrial Safety and Health and TNeGA
7	Total cost	100%	

- c. Any payment due to the successful bidder will be released within 30 days from the date of receipt of bills along with acceptance from Directorate of Industrial Safety and Health/

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TNeGA.

- e. The TDS amount, Penalty if any, will be deducted from the payment of successful bidder.
- f. The Taxes as applicable during the contract period as specified in the Tender will be paid by TNeGA. In case, the Taxes have been reduced retrospectively, the successful bidder shall be liable to return the same to TNeGA.
- g. The successful bidder shall have full and exclusive liability for payment of all Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc., now or hereafter imposed to the respective statutory authorities. TNeGA/ Directorate of Industrial Safety and Health will not be responsible or liable for default on payment of Taxes to the statutory authorities.

19. APPENDIX – I: Bank Guarantee Format

(To be executed in Rs.100/- Stamp Paper)

To

The Chief Executive Officer,
Tamil Nadu e-Governance Agency,
807,2nd floor, PT Lee Chengalvarayan Naicker Building,
Anna Salai,
Chennai – 600002

Bank Guarantee No:

Amount of Guarantee:

Guarantee covers from:

Last date for lodgment of claim:

This Deed of Guarantee executed by (Bankers Name & Address) having our Head Office at(address) (hereinafter referred to as “the Bank”) in favour of CEO, TNNeGA, registered under Societies Act and wholly owned by Government of Tamil Nadu and having its Registered office at No.807, 2nd Floor, PT Lee Chengalvarayan Naicker Building, Anna Salai, Chennai- 600 002 (hereinafter referred to as “the Beneficiary”) for an amount not exceeding Rs. _____/- (Rupees _____ Only) as per the request of M/s. _____ having its office address at _____ (hereinafter referred to as “Successful Bidder”) against Letter of Acceptance reference _____ dated ____ / ____ / ____ of M/s. Tamil Nadu e-Governance Agency for the design, development implementation and Maintenance of Web based services for Directorate of Industrial Safety and Health (Tender Reference Number: TNNeGA/OT/DISH/2022-2023). This guarantee is issued subject to the condition that the liability of the Bank under this guarantee is limited to a maximum Rs. _____/- (Rupees _____ Only) and the guarantee shall remain in full force up to ____ months from the date of Bank Guarantee and cannot be invoked otherwise by a written demand or claim by the beneficiary under the Guarantee served on the Bank before ____ months from the date of Bank Guarantee.

AND WHEREAS it has been stipulated by you in the said ORDER that the Successful Bidder shall furnish you with a Bank Guarantee by a Scheduled / Nationalized Bank for the sum specified therein as security for compliance with the Successful Bidder performance obligations

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for a period in accordance with the contract.

AND WHEREAS we have agreed to give the Successful Bidder a Guarantee.

THEREFORE, we (Bankers address)....., hereby affirm that we are Guarantors and responsible to you on behalf of the Successful Bidder up to a total of Rs._____/- (Rupees _____ Only) and we undertake to pay you, upon your first written demand declaring the Successful Bidder to be in default under the contract and without any demur, cavil or argument, any sum or sums within the limit of Rs._____/- (Rupees _____ Only) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein. We will pay the guaranteed amount notwithstanding any objection or dispute whatsoever raised by the Successful Bidder.

This Guarantee is valid until ___ months from the date of Bank Guarantee. Notwithstanding, anything contained herein, our liability under this guarantee shall not exceed Rs._____/- (Rupees _____ Only). This Bank Guarantee shall be valid up to ___ months from the date of Bank guarantee and we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____.

In witness whereof the Bank, through its authorized Officer, has set its, hand and stamp on this..... at

Witness:

(Signature)

(Name in Block Letters)

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20. APPENDIX – II: Model Form of Contract

(To be executed on a Rs. 100/- Non-Judicial Stamp Paper bought in Tamil Nadu by the Successful Bidder)

**(NO FIGURES IN NUMERALS OR WORDS SHALL BE FILLED UP IN THIS SAMPLE
FORM AT THE TIME OF SUBMISSION OF TENDER)**

This CONTRACT is made at Chennai on the..... day of 2019

BETWEEN

Tamil Nadu e-Governance Agency, registered under the Tamil Nadu Societies Registration Act 1975 and having its Registered Office at 807, P.T. Lee. Chengalvarayan Naicker Maaligai, Anna Salai, Chennai - 600 002 , being the Service recipient (hereinafter referred to as “TNeGA” which expression shall unless repugnant to the context mean and include its successors and assigns) on behalf of Government of Tamil Nadu of the FIRST PART.

AND

....., a firm represented herein by, aged years and having its Registered office at(hereinafter referred to as “Successful Bidder” which expression shall unless repugnant to the context mean and include its successors and assigns) of the SECOND PART.

Whereas TNeGA invited a tender vide **Tender Ref: TNeGA/OT/DISH/2022-23 for Selection of System Integrator for design, development, implementation and Maintenance of Web based services for Directorate of Industrial Safety and Health, Tamil Nadu** as per the Scope of Work Clause 8 prescribed in the Tender document.

Whereas TNeGA and the Successful Bidder in pursuance thereof have arrived at the following terms and conditions.

NOW THEREFORE

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

1) Purpose

- a. The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between TNNeGA and System Integrator to perform the considerations (hereinafter called "Purpose") set forth in below:

2) Definition

- a. For purposes of this Agreement, "Confidential Information" means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Successful Bidder in violation of this Agreement)
- i. is lawfully acquired by the Successful Bidder from an independent source having no obligation to maintain the confidentiality of such information
 - ii. was known to the Successful Bidder prior to its disclosure under this Agreement
 - iii. was or is independently developed by the Successful Bidder without breach of this Agreement
 - iv. is required to be disclosed by governmental or judicial order, in which case Successful Bidder shall give the TNNeGA prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the TNNeGA to seek a protective order or other appropriate remedy at TNNeGA's sole costs.

- b. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

3) No Licenses

- a. This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting, or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

4) Disclosure

- a. Successful Bidder agrees and undertakes that it shall not, without first obtaining the written consent of the TNNeGA, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.
- b. The Successful Bidder shall use the same degree of care and protection to protect the Confidential Information received by it from the TNNeGA as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.
- c. The TNNeGA shall not be in any way responsible for any decisions or commitments made by Successful Bidder in relying on the TNNeGA's Confidential Information.

5) Return or Destruction of Confidential Information

- a. The parties agree that upon termination/expiry of this Agreement or at any time during its currency, at the request of the TNNeGA, the Successful Bidder shall promptly deliver to the TNNeGA the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Successful Bidder or its Affiliates or Directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

6) Independent Development and Residuals

- a. Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit

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the Successful Bidder from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Successful Bidder does not violate any of its obligations under this Agreement in connection with such development.

7) Injunctive Relief

- a. The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

8) Non-Waiver

- a. No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

9) This Contract shall remain in force during the Contract period of 45 months as per the Deliverables and Scope of work from the date of signing of this contract. TNNeGA may renew/extend the contract for a further period as may be agreed between the parties.

10) The Successful Bidder agrees to deliver the services as per the scope indicated in the Tender Scope of Work Clause 8 of this Tender within the stipulated period prescribed by TNNeGA at the cost arrived at in the PRICE BID. This cost is firm and not subject to enhancement.

11) The Contract or any part share of interest in it shall not be transferred or assigned by the Successful Bidder directly or indirectly to any person or persons whomsoever without the prior written consent of TNNeGA.

12) Neither TNNeGA nor the Successful Bidder shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes, contingencies beyond their reasonable control such as:

- a) Natural phenomena including but not limited to earthquakes, floods and epidemics.
- b) Acts of any Government authority domestic or foreign including but not limited to war declared or undeclared.
- c) Accidents or disruptions including, but not limited to fire and explosions.

13) The RFP document in relation with this RFP shall be deemed to form and be read and construed as part of this Contract. The Tender enclosures, the offer submitted by the Successful Bidder, the finalized Terms and Conditions and the LoA/Work Order respectively

will form part of this contract. Wherever the offer conditions furnished by the Successful Bidder are at variance with conditions of this contract or conditions stipulated in the RFP document, the final negotiated offer conditions shall prevail over the tender conditions furnished by the Successful Bidder.

14) Liquidated Damages (LD)

- i. The Bidder must strictly adhere to the implementation schedule, specified in the work order issued by TNNeGA to the successful Bidder for performance of the obligations arising out of the Work order and any delay will enable TNNeGA to resort to any or both of the following:
 - a) Claim liquidated damages at 0.5% of the contract Value for delayed performance per week of such delay and the Maximum LD applicable is 10% of the contract value. However, LD clause will not be applicable if the delay is not due to issues related to the vendor.
 - b) In case of the termination of the work order by TNNeGA due to non- performance of the obligations arising out of the work order, the Earnest Money Deposit / Security Deposit will be forfeited.
- ii. In addition, TNNeGA reserves the right to award the work to any other party / parties and the loss / expenses incurred thereafter will be recovered from the Successful Bidder.
- iii. Penalty will be levied if the Assigned work has not been completed in full within the stipulated period subject to Force Majeure conditions.
- iv. The Tender Schedule enclosures, the detailed final offer of the Successful Bidder and the LoA/Work Order will form part of this contract. Wherever the offer conditions furnished by the Successful Bidder are at variance with conditions of this contract or conditions stipulated in the work order, the latter shall prevail over the offer conditions furnished by the Successful Bidder.
 - v. Notwithstanding anything contained in the penalty clause, TNNeGA reserves the right to blacklist the Successful Bidder from taking part in any of the procurement operations of TNNeGA for a minimum period of three years from the date of blacklisting for failure to carry out supply in time or according to the quality and quantity prescribed or any such similar reasons. This penalty shall be over and above all other penalties. Such bidders would be automatically banned for 3 years from taking part in TNNeGA's Tenders. As mentioned in the RFP Document in Clause 7.12.

15) Service Level Agreement

- a) The Web Application should be developed, deployed, and hosted at the central server.

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Necessary application-level support should be mainly at the server side. However, client level support shall be required when the issues are reported by department.

- b) The successful bidder shall ensure system uptime more than 99%. The uptime will be monitored on a quarterly basis.
- c) The initial contract is for a period of 16 months (4 months for development& deployment, 12 months as warranty after Go-live). The SLA will be monitored during this period.
- d) The onsite support persons shall handle the service calls and comply with the SLA. Any bugs or errors beyond the level of onsite support, the service shall be escalated to the back-office team for rectification.

The successful bidder will maintain logs for the entire contract period.

Sl. No.	Service	Expected service Level target	Penalty
1	System support - System Availability	99% uptime	<ul style="list-style-type: none"> a) 95% to 98.99%: 1% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount. b) Less than 95%: 2% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount. c) Beyond 10% penalty for the milestone, the Department may take a decision as per the exit clause.
2	Concurrent users	750	<ul style="list-style-type: none"> a) For <750 and >500 concurrent users: 1% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount. b) For < 500 concurrent users: 2% of milestone payment amount for every week from the date of SL slippage with a cap of 10% of milestone amount. c) Beyond 10% penalty for the milestone, the Department may take a decision as per the exit clause.

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Sl. No.	Service	Expected service Level target	Penalty
3	Response Time for the Forms in Application	1 second	<ul style="list-style-type: none"> a) For < 2.00 second: No penalty b) For > 2.00 sec and <3.00 seconds: 1% of milestone payment amount for every week from the data of SL slippage with a cap of 5%of milestone amount c) For > 3.00 seconds: 2% of milestone payment amount for every week from the data of SL slippage with a cap of 10% of milestone amount

16) Milestones & Deliverables

- a. The selected agency shall deliver the following:
1. Project Plan and Schedule along with Project implementation timeline
 2. Design Documents
 3. Solution method and approach
 4. Software Requirement Specifications (SRS)
 5. Work Breakdown Structure
 6. Customized dashboard and MIS Reports
 7. Requirement Traceability matrix
 8. Test reports
 9. Release Management Plan
 10. User Manuals, Help files, training materials and Trainings
 11. Application Deployment Plan
 12. Backup, restore procedure
 13. SOP (Standard Operating Procedures) for Maintenance.
 14. Source code (complete source code with versions and latest versions used in the Go-Live system)
 15. Minutes of Meetings

17) Milestone Deliverable Matrix

S. No.	Milestones	Deliverable(s)	Approval/Sign-off authority
1	SRS	SRS document, Use Cases, Test Cases & CRs	Directorate of Industrial Safety and Health and TNNeGA
2	Design	Design Documents, Updated Plans,	Directorate of Industrial

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S. No.	Milestones	Deliverable(s)	Approval/Sign-off authority
		updated SRS & CRs	Safety and Health and TNeGA
3	Development	Unit report, CRs & latest Source code version	DIRECTORATE OF INDUSTRIAL SAFETY AND HEALTH AND TNeGA
4	System and Performance Testing (including Integration)	Test reports, Action taken Report on Issues & CRs	DIRECTORATE OF INDUSTRIAL SAFETY AND HEALTH AND TNeGA
5	UAT sign off	UAT report, Action Taken Report on Issues & CRs	DIRECTORATE OF INDUSTRIAL SAFETY AND HEALTH
6	Security Audit	Audit Report & Certificate	DIRECTORATE OF INDUSTRIAL SAFETY AND HEALTH AND TNeGA
7	Training	Training materials, Participation list & Feedback form	DIRECTORATE OF INDUSTRIAL SAFETY AND HEALTH AND TNeGA
8	Implementation	Server Logs for successful deployment and configuration, Screen shots of the Application, reports from the Live system and Source code of entire system (latest version deployed in the Go-Live system)	DIRECTORATE OF INDUSTRIAL SAFETY AND HEALTH AND TNeGA
9	Release Notes	Information on Build versions along with its relevant source code files and its related versions	DIRECTORATE OF INDUSTRIAL SAFETY AND HEALTH AND TNeGA
10	Warranty Support	Bug fixing report, system Tuning report & Patch update. Incident and resolution report, Support personnel attendance if required (in case of T&M payments), SLA compliance report, CRs, production support details report, Monthly task completion report.	DIRECTORATE OF INDUSTRIAL SAFETY AND HEALTH AND TNeGA

18) Implementation Timeline

Milestone	Timelines (in month)
Award of Contract (LOA)	T1
Provide performance Bank guarantee, signing of contract and issue of work order	T2=T1+10 days
SRS Sign off	T3= T2 + 7 days
Development & Integration Testing	T4= T3 + 90 days

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UAT Sign Off	T5= T4 + 7 days
Security Audit completion, Training, Pilot Roll out& Go-Live	T6=T5 + 16 Days
Warranty	T7= T6 + 12 Months

Note: Penalty/Liquidated damages will be levied for any delay as per clause. 7.12.

19)Payment Terms

- a) No advance payment will be paid. Stage-wise payment will be released based on the milestone deliverables completed and approved by TNNeGA.
- b) The payment will be released in stages on achieving the following milestones.

S. No	Milestone	% of Total Fee	Basis of Approval
I	Total project cost (R)		
1	SRS Sign Off	10%	On approval of Directorate of Industrial Safety and Health and TNNeGA
2	UAT Sign Off	30%	On approval of Directorate of Industrial Safety and Health and TNNeGA Copy of Security and Performance Testing Certification
3	Training, Pilot Roll out & Security Audit clearance	15%	On approval of Directorate of Industrial Safety and Health and TNNeGA
4	Go-Live	20%	On approval of Directorate of Industrial Safety and Health and TNNeGA
5	On completion of Warranty period of 12 months	20%	On approval of Directorate of Industrial Safety and Health and TNNeGA.
6	After Successful Completion of Exit Management as per Cl.17 of RFP.	5%	On approval of Directorate of Industrial Safety and Health and TNNeGA
Total cost		100%	

- c) Any payment due to the successful bidder will be released within 30 days from the date of receipt of bills along with acceptance from Directorate of Industrial Safety and Health/ TNNeGA.

- d) The TDS amount, Penalty if any, will be deducted from the payment of successful bidder.
- e) The Taxes as applicable during the contract period as specified in the Tender will be paid by TNNeGA. In case, the Taxes have been reduced retrospectively, the successful bidder shall be liable to return the same to TNNeGA.
- f) The successful bidder shall have full and exclusive liability for payment of all Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc., now or hereafter imposed to the respective statutory authorities. TNNeGA/ Directorate of Industrial Safety and Health will not be responsible or liable for default on payment of Taxes to the statutory authorities.
- g) The successful bidder shall have full and exclusive liability for payment of all Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc., now or hereafter imposed to the respective statutory authorities. TNNeGA/Directorate of Industrial Safety and Health will not be responsible or liable for default on payment of taxes to the statutory authorities.
- h) Payment will be processed only after receipt of the Invoices from the Bidder.
- i) All taxes and other levies imposed by Governments of India will be paid at actual as applicable.
- j) Income Tax: As per the Income Tax Act and Rules, Income Tax, Surcharge, Educational Cess etc., and any other appropriate levy to Govt. as may be notified from time to time will be deducted from each bill towards Income Tax Deducted at Source (TDS).
- k) The Successful Bidder hereby agrees to get the refund of incentive and pay back to TNNeGA such incentive, if the Government or any other appropriate agency reduces the Excise duty or Service/Sales tax or give incentive of any type retrospectively after releasing the Payment. Failing which action will be taken to recover the above referred amount from the Successful Bidder under the Revenue Recovery Act or any other relevant act.
- l) Penalty amount if any will be adjusted in the payment due to the Successful Bidder.
- m) All Payments shall be made in Indian Rupees Only
- n) The TDS amount, Penalty if any, will be deducted in the payment due to the successful bidder.
- o) The Taxes as applicable during the contract period as specified in the Tender will be paid by Department. In case, the Taxes have been reduced retrospectively, the successful bidder shall be liable to return the same to Department.
- p) The successful bidder shall have full and exclusive liability for payment of all Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc now or hereafter imposed to the respective statutory authorities. The Department will not be responsible or liable for default on payment of taxes to the statutory authorities.
- q) Warranty should be covered for the duration of 12 months from date of Go live.

- 20) The Successful Bidder shall be liable and / or responsible for the compliance of all Statutory Provisions, especially those relating to Labour Laws in respect of this Contract.
- 21) Any notice from one party to the other given or required to be given hereunder shall be given by either:
- Mailing the same by registered mail, postage prepaid, return receipt requested; or
 - Having the same delivered by courier with receipt acknowledged at the address set forth above or with other addresses and to the attentions of such other person or persons as may hereafter be designated by like notice hereunder and any such notice shall be deemed to have been served if sent by post on the date when in the ordinary course of post, it would have been delivered at the addresses to which it was sent or if delivered by courier on the date of acknowledgement of receipt.
- 22) In case of breach of any of the conditions of the contract by the Successful Bidder during the contract period, TNNeGA reserves the right to recover costs/liabilities arising directly due to such breach from the Successful Bidder.

23. Termination of Contract

23.1 Termination for Default

- TNeGA may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15 days, sent to the Successful Bidder, terminate the contract in whole or part, (i) if the Successful Bidder fails to complete any or all of the works within the time period(s) specified in the Contract, or fails to complete the items of work as per the Completion Schedule or within any extension thereof granted by TNeGA; or (ii) if the Successful Bidder fails to perform any of the obligation(s) under the contract; or (iii) if the Successful Bidder, in the judgment of TNeGA, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.
- In the event of TNeGA terminating the Contract in whole or in part, TNeGA may procure the maintenance services upon terms and in such manner as it deems appropriate at the risk and cost of the successful bidder shall be liable to TNeGA for any additional costs for such similar services. However, the Successful Bidder shall continue the performance of the contract to the extent not terminated.

23.2 Termination of Insolvency

- TNeGA may at any time terminate the Contract by giving written notice with a notice period of 15 days to the Successful Bidder, if the Successful Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to TNeGA.

23.3Termination of Convenience

- a. TNeGA may be written Notice, with a Notice period of 15 days sent to the Successful Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for TNeGA's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the Successful Bidder is not entitled to any compensation whatsoever.
- b. Any notice to the successful Bidder shall be deemed to be sufficiently served, if given or left in writing at their usual or last known place of abode or business.

IN WITNESS WHERE OF the Part is have by duly authorized Representative set their respective hands and seal on the date first above

Signed by:

(Name and designation) For and on behalf of TNeGA (FIRST PARTY)

Signed by:

(Name and designation) For and on behalf of Implementation Partner (SECOND PARTY)

WITNESSES:

1.(for FIRST PARTY)

2. (for SECOND PARTY)